Westcon™

TELL ME ABOUT…

…IP Office Solutions

v9.1

AVAYA

The Power of We™

Westcon is a value added distributor of category-leading unified communications, infrastructure, data centre and security solutions with a global network of specialty resellers. Our teams create unique programmes and provide exceptional support to accelerate the business of our partners. Strong relationships at every level of the Westcon organisation enable our partners to receive support tailored to their needs. From global logistics and flexible customised financing solutions to pre-sales, technical and engineering assistance, we work with our partners to respond with agility and speed to changing market conditions so they can achieve the fastest time to revenue.

The Avaya team at Westcon provides support through every aspect of the sales cycle, offering dedicated account management, marketing and a wide range of pre and post sales training and support. With a consultative approach the team is dedicated to helping you develop compelling solutions and grow your business.

This guide is designed to help you understand Avaya IP Office solutions and the benefits they bring to your customer.

LinkedIn
Product Management Group

Twitter
WestconAvaya

Westcon teams contact details
http://j.mp/EMEAwestconavayateams

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About Westcon Group

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WestconGroup™

- Founded 1985
- Head quarters in Tarrytown, New York
- $4bn global revenue; 53% from European Operations
- 100% channel focused
- Over 9,000 channel partners across Europe

Comstor™

Comstor is a dedicated value added distributor of Cisco networking, collaboration, security and data center solutions through a global network of specialty resellers.

Westcon™
Unified Communications and Collaboration Solutions

Westcon is a value added distributor of category-leading unified communications and network infrastructure solutions with a global network of specialty resellers.

Westcon™
Security Solutions

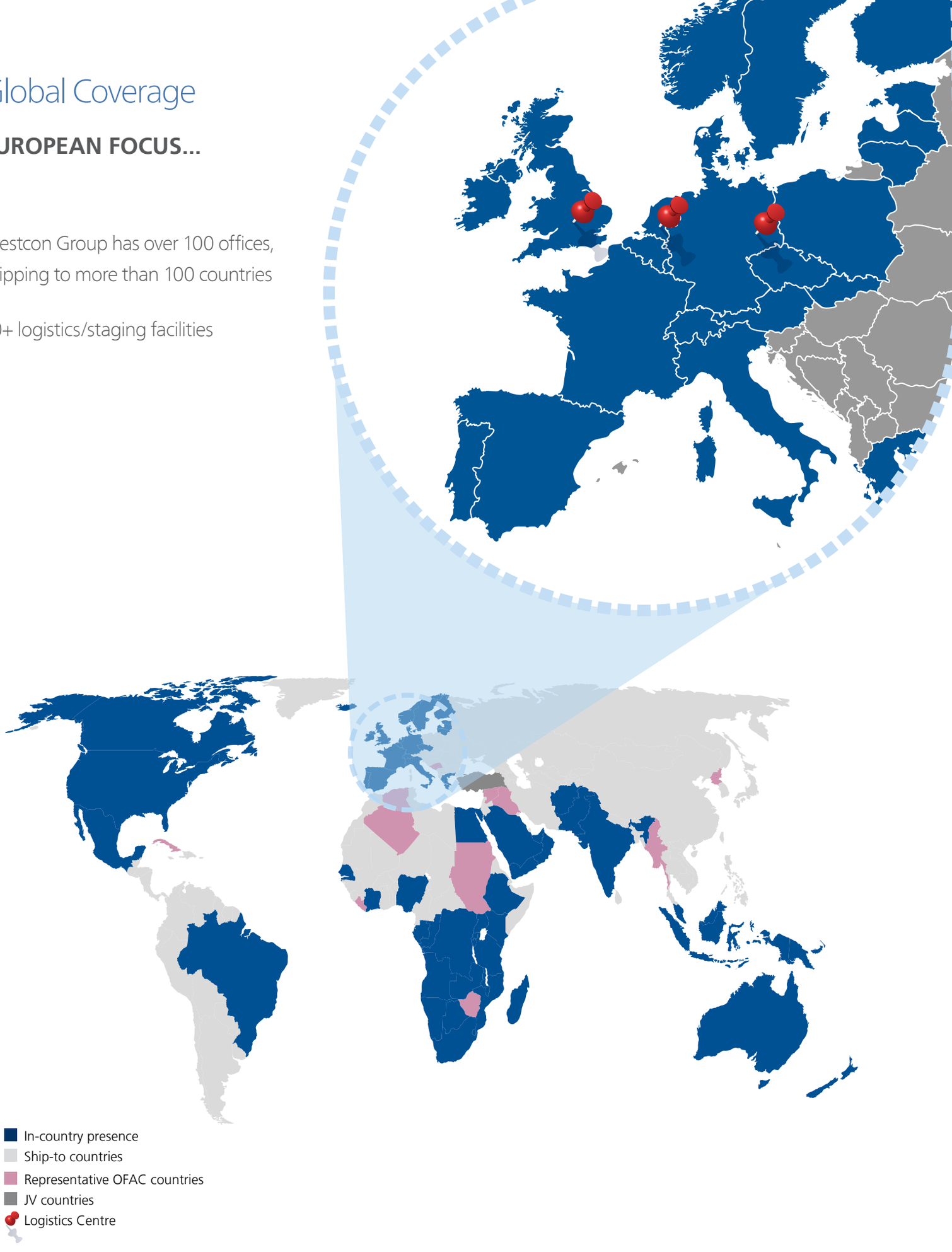
Westcon Security is a value added distributor of end-to-end secure technology solutions for network and application infrastructure with a global network of specialty resellers.

Global Coverage

EUROPEAN FOCUS...

Westcon Group has over 100 offices, shipping to more than 100 countries

20+ logistics/staging facilities

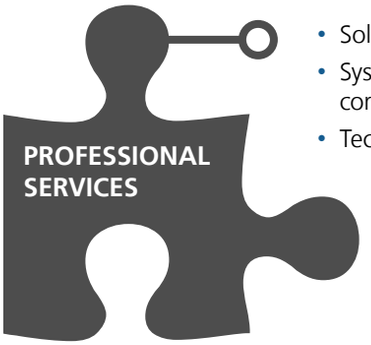


How Westcon supports its resellers

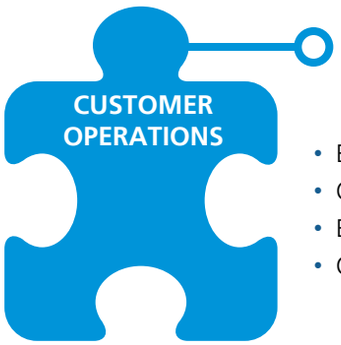
Westcon is dedicated to supporting its resellers' businesses, and we aim to make working with us an enjoyable and profitable experience. With extensive experience of supporting multiple reseller channels, we know that the key to this is to invest heavily in highly skilled staff, a comprehensive range of services and market leading products.

A dedicated account manager ensures that you have access to our full range of support:

- Experience to help grow your business
- Complete commercial ownership
- Business development support



- Solution pre-staging
- System installation and commissioning
- Technical Support & Maintenance
  - VoIP network readiness testing
  - Project Management



With a strong focus on customer service, our team offers:

- Efficient logistics
- Order processing and fulfilment
- E-Commerce
- Query resolution

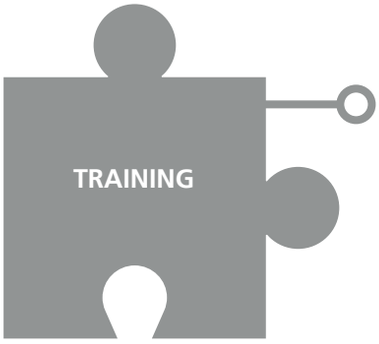
Thanks to Westcon Group's global strength, you can benefit from:

- Flexible credit: Your account is managed by an experienced team who will help you maximise your procurement requirements
- Multiple currencies (€, £, $)
- Solid financial backing even for the largest deals
- Leasing programmes

Our highly experienced pre-sales team offer a wealth of knowledge and expertise.

- Advice and consultancy for complex and multi-vendor solutions
- Full support during the bidding process
- System design validation, configuration and pricing
- Customer presentations and solution demonstrations

- Compelling award-winning programmes
- Vendor product management
- Channel marketing support
- Comprehensive demand generation initiatives
- Marketing design and customisation service
- Regular product forums & road shows
- Data and campaign services
- Extensive Westcon collateral library
- Promotions and incentives



Westcon | Academy

Our award winning training academy runs a complete programme of sales, pre-sales and technical training courses. These courses provide hands-on experience with the latest products in a friendly and comfortable training environment.

Our trainers are certified to deliver technical training using authorised training material and provide you with the opportunity to take vendor certified assessments.

Introduction to IP Office

Why IP Office for the Mid-Market?

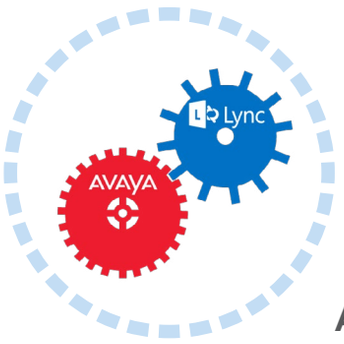
Avaya IP Office represents a mature, feature-rich solution capable of meeting the needs of a number of different customers – from the very small (2+ users), to larger mid-market organisations with up to 2,000 users. Any Business Partner considering selling into the Mid-Market should look to Avaya IP Office as the platform of choice for their customers.

HERE TO STAY (AND GROW!)

Avaya is heavily focused on the Mid-Market opportunity, ensuring that business partners and end-users receive comprehensive support. IP Office benefits from strong R&D investment and is still only in the 'expansion' phase of its product lifecycle – it represents a long-term investment to businesses of all sizes. Launched in 2002, IP Office sales have grown steadily, reaching over 60,000 sales in CY2012. Further proof of Avaya's commitment to developing their solutions was the acquisition of Nortel in 2009, Sipera in 2011 and Radvision in 2012. Investments in IP Office are future-proof thanks to Avaya's focus and to its scalability - one platform can cover 2 to 2,000 users, across a single site or up to 32 sites.

FASTER TIME TO HIGHER REVENUES

Avaya IP Office has a much shorter sales cycle than enterprise solutions like Avaya Aura, meaning that resellers' time to revenue is much quicker. Additional revenue opportunities are made possible by strong complementary products from the Avaya portfolio, like video, networking and session border controllers. Headset vendors, Jabra and Plantronics, both available from Westcon, complement IP Office solutions to increase the value to the user and the value of the sale for the Business Partner.



COOPERATE WITH AND COMPETE AGAINST LYNC

Don't leave the door open for Microsoft in new sales or the installed base. Customers can continue moving to Lync on the desktop but you can secure the UC environment with IP Office by integrating with Lync. The customer retains their desktop strategy of Microsoft but Avaya provides the UC functionality.

A RICH SOLUTION DOESN'T NEED TO BE COMPLEX

Avaya IP Office is a simple, yet robust and feature-rich solution available as a single "box", making it easy to design, sell, install and set-up. Different 'Editions' and 'Worker Profiles' enable organisations to choose the feature package that suits their exact needs.

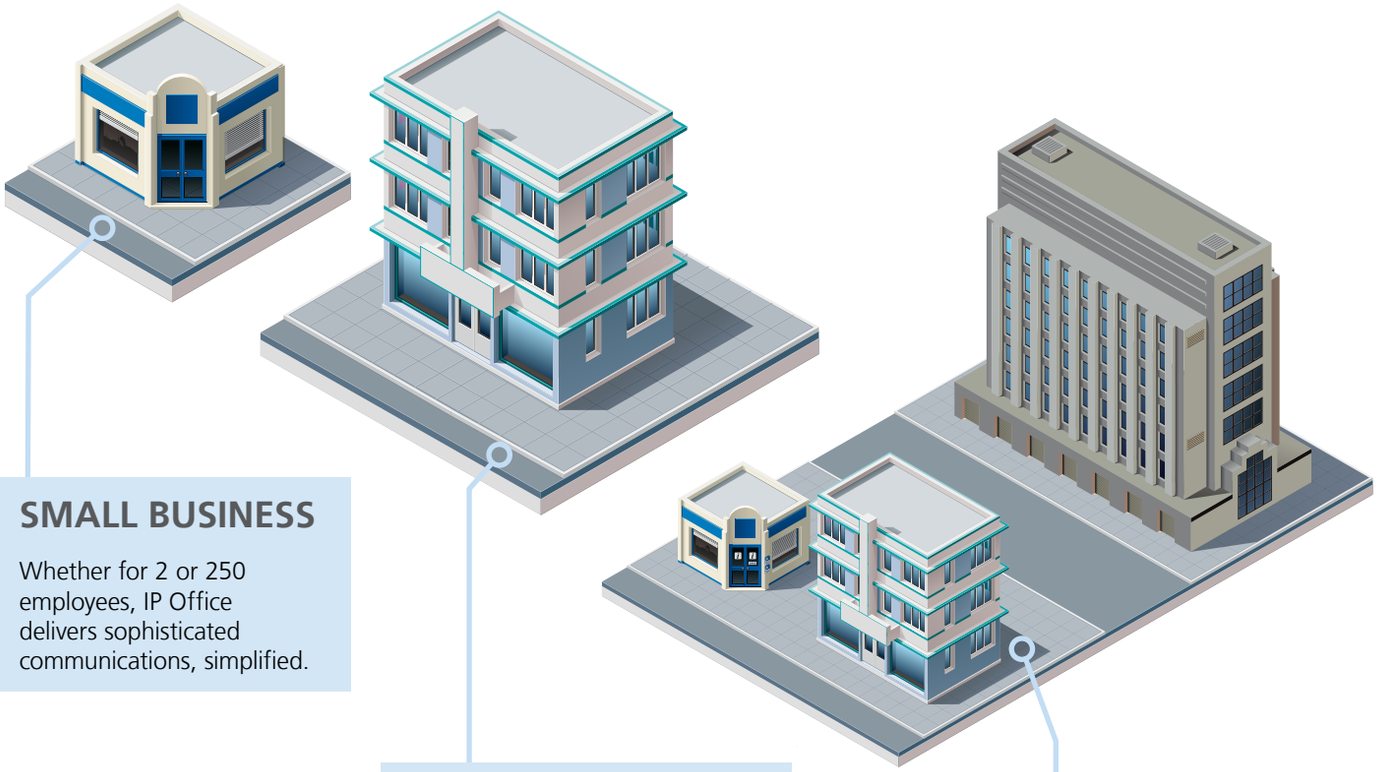
9.0 - A NEW RELEASE PACKED WITH EVEN MORE BENEFITS

The latest release of IP Office (R9.0) enables integration with Avaya Aura (as a branch solution) and presents enhanced resiliency options. Virtualisation is supported through Server Edition, positioning IP Office as an attractive solution to IT managers. With the new release of Avaya IP Office comes a dedicated Mid-Market team from Avaya to help support resellers looking to maximise opportunities in the mid-market.

IP Office Overview

SMEs want simplified Unified Communications that will enable them to be competitive and serve their customers better, but with capabilities implemented in a solution that is flexible and scalable. The growing adoption of flexible working is driving the requirement for SMEs to support 'bring your own device' (BYOD) strategies. However, to fit in with SME budgets and cost restraints, UC solutions must have minimal administrative and training requirements and be easy to deploy to any user across the network.

A FLEXIBLE & FEATURE-RICH UC SOLUTION FOR SMALL TO MIDSIZE BUSINESSES



SMALL BUSINESS

Whether for 2 or 250 employees, IP Office delivers sophisticated communications, simplified.

MIDSIZE ENTERPRISE

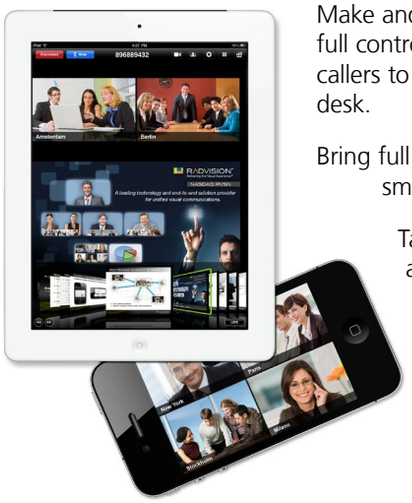
With its ability to scale to 2,000 users at a single site (or across as many as 32 locations), IP Office is ideally suited to the midsize enterprise that wants powerful, business-impacting communications. IP Office is an industry leader in low total cost of ownership and unique in its ability to grow in both scale and sophistication.

BRANCH OFFICES

Large enterprises with branch offices confront the cost and complexity of keeping everyone communicating. IP Office links seamlessly with Avaya Aura, the award-winning enterprise communications system that powers over 85 percent of the Fortune 500.

PRODUCTIVE REGARDLESS OF LOCATION

Users can work anytime and anywhere; from home, on the road, from a hotel room or abroad, and still have access to all the features that would be available from the office desk.



Make and receive business calls right from an Apple iPad. Take full control of conference calls. Tap to add, mute or disconnect callers to manage conferences as easily as if you were at your desk.

Bring full desktop communications to iPhone or Android smartphone devices.

Tap your smartphone to let everyone know you're available, on the phone, or in a meeting. Automatically get notified when colleagues' Presence status changes for speedier collaboration.

Add video and with just a few clicks users can collaborate.

COLLABORATION

CUSTOMER SERVICE

CONNECT THE WORKFORCE

Multiple systems can be networked together, providing VoIP benefits such as free inter-site calls, seamless feature integration, virtual agents and centralised voicemail, operator and management functionality.

Need to get a service tech to a client quickly? With geo-presence, you can track the location of sales or service people right from your smartphone.

Bring your company directory everywhere for instant access to all your contacts. Call, email, IM and check presence for more meaningful collaboration.

BYOD

ENHANCE THE CUSTOMER EXPERIENCE

Every missed call is a missed opportunity. IP Office provides messaging and customer interaction solutions to ensure calls are never missed.

Calls to the office ring on any designated device, so you never miss a call. Log on to any IP desk phone in the network and it becomes the user's phone.

Get all business voice and email messages on your smartphone. With IP Office's visual voice mail, you can prioritise messages and respond to the most important ones first.

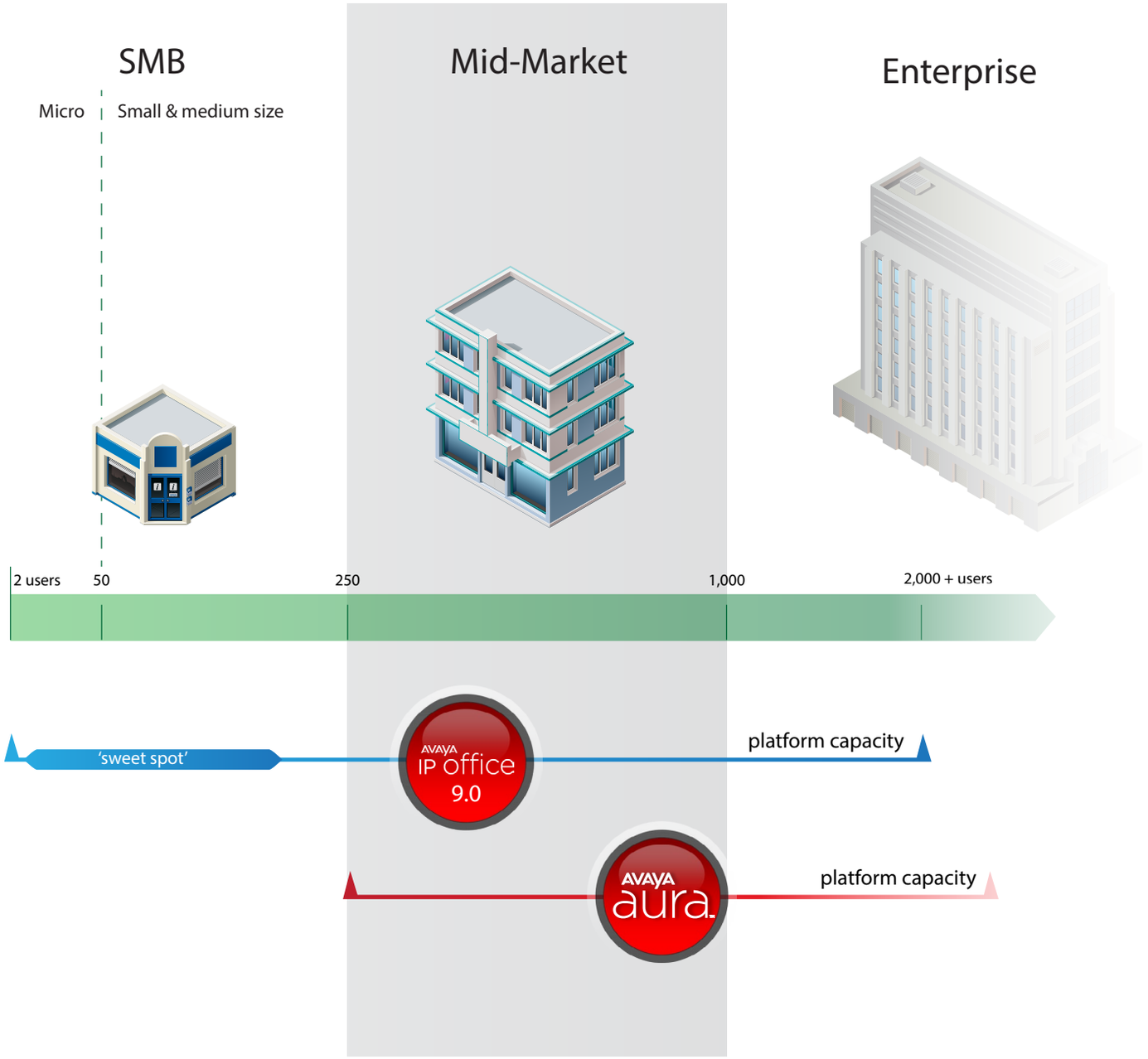
REDUCE COSTS

IP Office can significantly help lower costs with SIP trunk support, sophisticated conferencing options, advanced mobility solutions and customer service tools.

IP Office 9.0 Positioning

IP Office 9.0 puts the solution firmly on the Mid-Market with a host of features and new functionality including:

- Scalability to 2,000 users on a single server
- Voicemail capacity increases to 150 ports
- Conferencing capacity doubles to 256 parties
- Over 100 GRIP requests added
- VMware deployment option
- Simplified Web Manager for all Editions
- Active Call preservation
- PSTN fall back
- Centralised voicemail licencing
- Enhance one-X Mobile Preferred client featuring 'Call Transfer'
- Secure, VPN-less connection via Avaya SBCE
- IM functionality added to IP Office Outlook Plug-In
- New Dell R210 server replacing HP DL120
- IP Office 9.0 as a branch solution – replacing B5800



Unified Communications

Infrastructure

IP 500

1,000 USERS ACROSS 32 SYSTEMS

2-384 extensions per IP 500

40 CHANNELS OF VOICEMAIL

Preferred Edition required

OPTIONAL SOFTWARE APPLICATION

148 VOICE COMPRESSION CHANNELS

AUDIO & VIDEO CONFERENCING

240 LINES

SIP, ISDN, analogue

BASE UNIT

12 EXPANSION MODULES

DATA CAPABILITIES

- IP routing / switching
- Firewall Protection

+

ENDPOINTS

IP (H.323 & SIP), analogue, digital

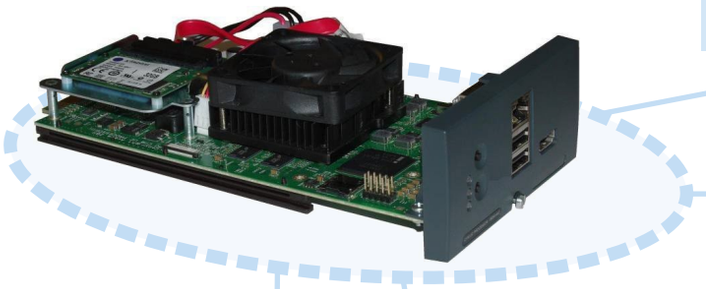
SD CARD

- System software
- System configuration
- Licence key activation
- System Status Application
- Basic Edition

An optional SD Card can also be used to provide backup to the primary SD Card to ensure business continuity.
The optional card can be a standard 'off the shelf' class 4 SD card.

UNIFIED COMMUNICATIONS MODULE (1 PER IP500V2)

Removes the need for an external server and Microsoft server licences



PRE-LOADED WITH PREFERRED EDITION AND ONE-X PORTAL

TTS, MAPI EMAIL AND UMS EXCHANGE INTEGRATION

4 VOICEMAIL PORTS

SUPPORTS THE ADDITION OF USER LICENCES

OR

EXTERNAL APPLICATIONS SERVER

Supports deployments where the C110 UC Module does not provide the scalability required

UP TO 2,000 MAILBOX/USERS

Multi-site SCN up to 32 systems

UP TO 750 ONE-X PORTAL (DL360)

UP TO 250 ONE-X PORTAL (DL120 G7)

Power User, Tele-Worker, Office Worker and Mobile Worker

UP TO 430 PORTS OF PREFERRED EDITION

The external solution is based on an HP ProLiant DL120 G7 server and runs Linux.

Preferred Edition and Worker licences are sold separately.

BASE CARDS

Base cards can support a daughter card for additional capacity and functionality.
(Excluding the 4 Port Expansion Card)

IP500 4 PORT EXPANSION CARD
Additional 4 external expansion modules (must be installed into slot 4 of the IP500 system)

DIGITAL STATION (DS) 8 CARD
8 digital station extension ports
(maximum 3 per IP500)

PHONE 2 CARD
2 analogue extension ports
(maximum 4 per IP500)

PHONE 8 CARD
8 analogue extension ports
(maximum 4 per IP500)

VOICE COMPRESSION MODULE (VCM) 32
32 voice compression channels

VOICE COMPRESSION MODULE (VCM) 64
64 voice compression channels

LEGACY CARRIER CARD
Up to 2 Legacy Carrier Cards per IP500.
Supports legacy IP400 cards:

- Single ISDN30/E1
- Dual ISDN30/E1
- VCM 4, 8, 16, 24, 30
- 4 Port Analogue Trunk Expansion
- BRI 8

4X BASE CARDS PER IP500 BASE UNIT

COMBINATION CARDS

Do not support additional daughter cards.
Maximum 2 combination cards per IP500 system.

COMBINATION CARD ATM4
6 x digital phone ports
2 x analogue phone ports
4 x analogue trunks
10 x VCM channels

COMBINATION CARD BRI4
6 x digital phone ports
2 x analogue phone ports
2 x BRI (4 channels)
10 x VCM channels

TRUNKS: CARDS & LICENSING

Install onto IP Office base cards as daughter cards (except 4 Port Expansion Card)

CARD	DESCRIPTION	AVAILABLE LICENCES
ATM4 ANALOGUE LINE CONNECTIVITY	4 analogue lines	N/A
BRI 4 ISDN2E TRUNK CARD	2 ISDN2e circuits (4 channels)	N/A
BRI 8 ISDN2E TRUNK CARD	4 ISDN2e circuits (8 channels)	N/A
IP500 PRI 30 E1 TRUNK CARD	Up to 30 PRI channels (8 circuits enabled by default). Licence required to increase channels	Additional 2, 8 or 22 channels
IP500 PRI 60 E1 TRUNK CARD	Up to 60 PRI channels (16 circuits enabled by default). Licence required to increase channels	Additional 2, 8 or 22 channels
IP500 BRI S0 CONVERTER CABLE	Required to convert BRI to an S08 for ISDN to the desk	N/A

ENDPOINT LICENSING

3 LICENCES AVAILABLE FOR AVAYA ENDPOINTS:

- 1x Avaya IP Phone
- 5x Avaya IP Phones
- 20x Avaya IP Phones

Note: 12 x IP Phones are enabled with a VCM32 and VCM64 card with IP Office R6.

5 LICENCES AVAILABLE FOR THIRD-PARTY SIP ENDPOINTS:

- 1x SIP Endpoint
- 5x SIP Endpoint
- 10x SIP Endpoint
- 20x SIP Endpoint
- 50x SIP Endpoint

EXPANSION MODULES

Increase overall solution capacity

Up to 8 expansion modules are supported as standard. The 4 port expansion card increases capacity to 12 expansion modules.

Existing IP Office 400 expansion modules are supported excluding the WAN3 module.

3 expansion modules are available:

PHONE 16 MODULE
16 analogue devices connections

IP500 PHONE 30 MODULE
30 analogue devices connections

IP500 ANALOGUE 16 MODULE
16 analogue circuits

DS16B MODULE
16 digital phones

DS30B MODULE
30 digital phones

+ POWER LEAD (1 PER MODULE)

+ IP500 RACK MOUNT KIT

Nortel Migration Hardware

Nortel customers can migrate to IP Office and retain the phones which are a key part of the initial investment.

The following IP Office hardware components allow Nortel digital phones to work on IP Office. As the modules provide RJ21 connectivity there is no need for re-cabling.

IP500 TCM-8 CARD
- 8 digital ports for Nortel phones

IP 500 DS16B / DS30B
- For up to 16 or 30 DS or TCM phones
- Default to DS Phone operation

IP500 DS16A / DS30A
- For 16 or 30 digital Nortel phones
- Do not support Avaya digital phones
- Can be used in conjunction with the Nortel modules

IP Office 500 supports a range of Nortel phones:

IP PHONES
1120E, 1140E, 1220, 1230, and the 12 key Expansion Module

DIGITAL PHONES
- T Series: T7000, T7100, T7208, T7316, T7316e and the T24 Expansion Module
- M Series: M7000, M7100, M7208, M7310, M7324

DIGITAL MOBILITY 1.8 GHZ
4135, 4145, 4145EX, 4136, 4146, 4146EX

WIRELESS PHONE
T7406E

Server Edition (including Virtualisation)

Mid-market organisations face different challenges and have different needs to large enterprise. They are expected to perform like their larger competitors but with less resource and smaller budgets. As such Server Edition delivers significant value in helping to fulfil business needs and overcoming business issues.

Server Edition has been specifically designed to address up to 2,000 users on a single site or across up to 32 locations. This scale increase is delivered on a Linux server as opposed to the IP Office 500v2 platform.

KEY COMPONENTS

IP OFFICE SOFTWARE RUNNING ON A LINUX SERVER
(required)

SERVER EDITION LICENCE
(required for each system)

IP OFFICE SOFTWARE RUNNING ON THE IP500V2
(optional)

VIRTUALISATION BENEFITS

- IP Office can co-reside with other applications
- Optimise data centre footprint - lower TCO
- Scale is not impacted - 2,000 users

DEPLOYMENT SCENARIOS

1. SERVER EDITION WITH PURE IP DEPLOYMENT:

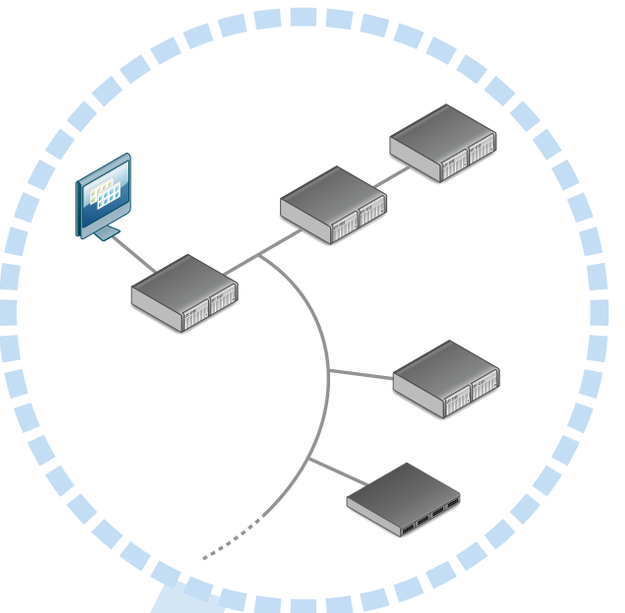
- All IP phones with SIP trunks everywhere
- Use Avaya sourced server for applications, IP phones and SIP trunks

2. SERVER EDITION WITH HYBRID DEPLOYMENT:

- A mix of analogue, digital or IP phones everywhere
- Use Avaya sourced server for applications, IP phones and SIP trunks
- Use IP Office 500v2 for TDM stations and trunks

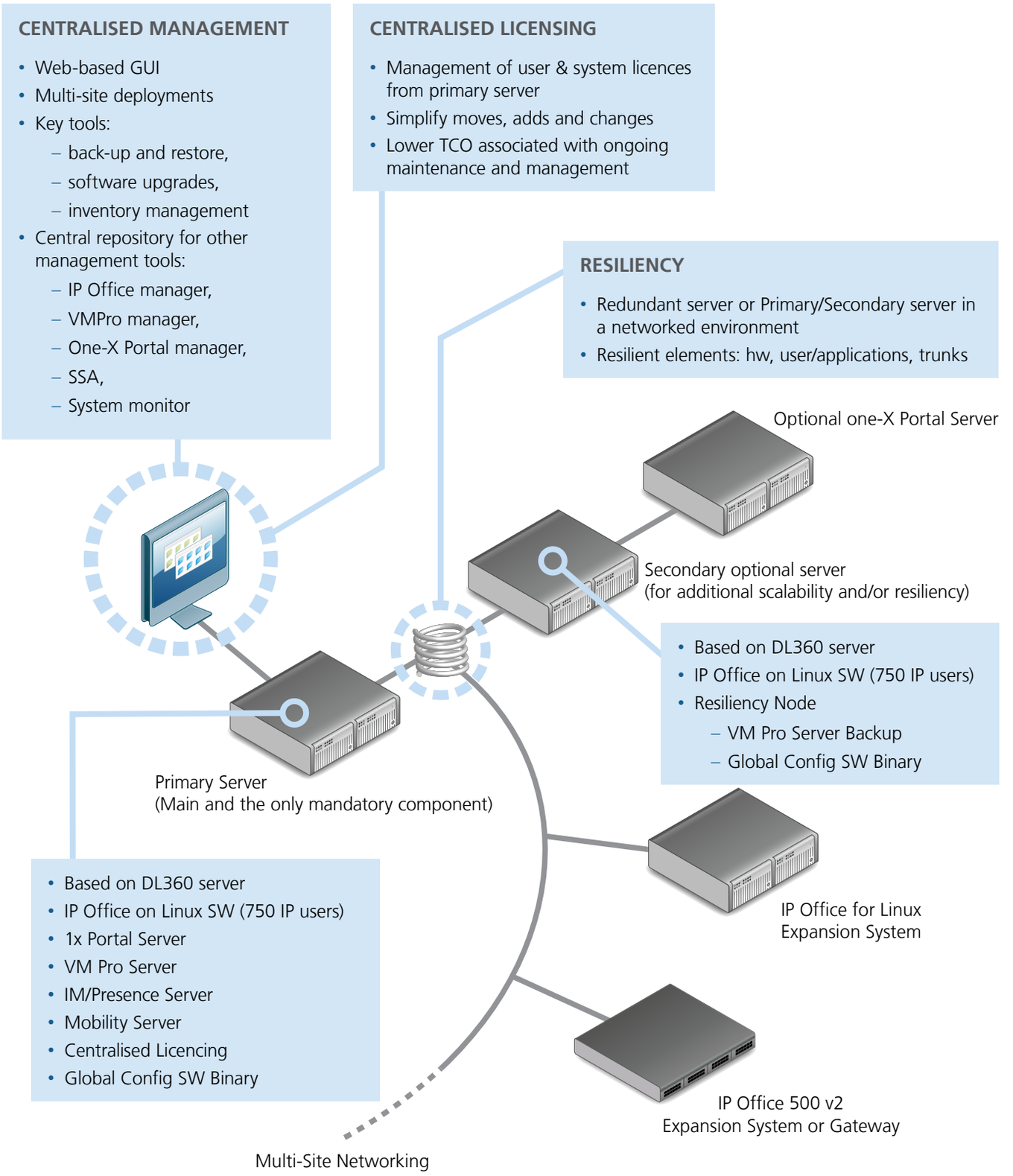
3. SERVER EDITION IN A VIRTUALISED ENVIRONMENT:

- Virtualised SW & applications server
- Packaged in a single OVA format ready for install
- Based on VMware vSphere 4.x or 5.x software



Deployment example on following page

EXAMPLE OF A SERVER EDITION MULTI-SITE NETWORK

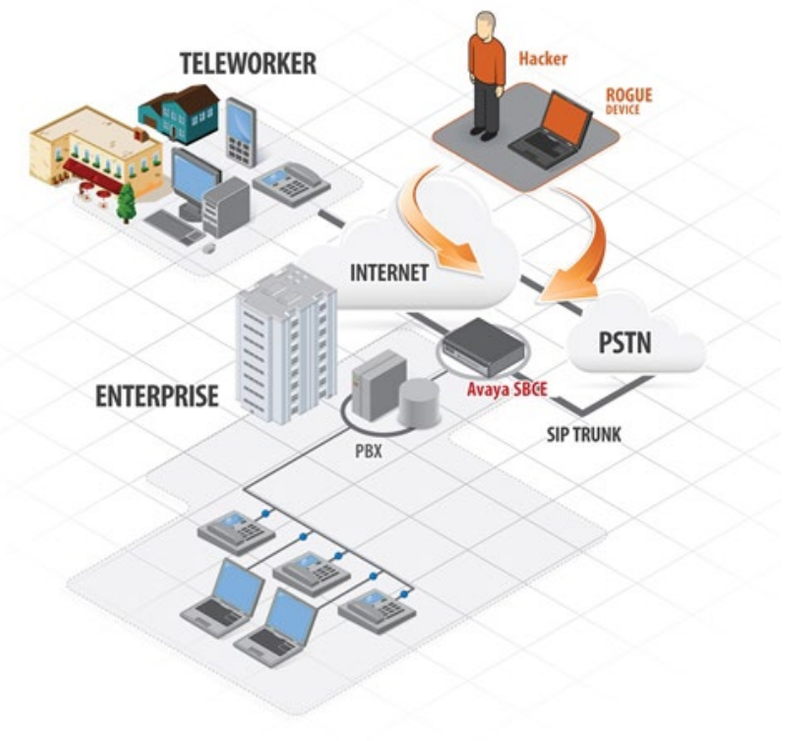

CENTRALISED MANAGEMENT
• Web-based GUI
• Multi-site deployments
• Key tools:
– back-up and restore,
– software upgrades,
– inventory management
• Central repository for other management tools:
– IP Office manager,
– VMPro manager,
– One-X Portal manager,
– SSA,
– System monitor
CENTRALISED LICENSING
• Management of user & system licences from primary server
• Simplify moves, adds and changes
• Lower TCO associated with ongoing maintenance and management
RESILIENCY
• Redundant server or Primary/Secondary server in a networked environment
• Resilient elements: hw, user/applications, trunks
Optional one-X Portal Server
Secondary optional server
(for additional scalability and/or resiliency)
• Based on DL360 server
• IP Office on Linux SW (750 IP users)
• Resiliency Node
– VM Pro Server Backup
– Global Config SW Binary
Primary Server
(Main and the only mandatory component)
• Based on DL360 server
• IP Office on Linux SW (750 IP users)
• 1x Portal Server
• VM Pro Server
• IM/Presence Server
• Mobility Server
• Centralised Licencing
• Global Config SW Binary
IP Office for Linux
Expansion System
IP Office 500 v2
Expansion System or Gateway
Multi-Site Networking

Avaya Session Border Controller for Enterprise (SBCE)

Avaya SBCE is a single solution providing SIP-based security functionality across two key areas:

1) STANDARDS-BASED SECURE SIP TRUNKING FOR AURA OR IP OFFICE

- Highly scalable solution
- High availability option (Platform dependant)
- Advanced UC security such as Toll Fraud & Call Walking
- Deep packet inspection (SIP & Media)
- DoS/DDos attack protection
- ACL/White/Black listing
- SIP Normalisation for SIP trunk integration
- Call Admission Control (CAC)
- Quality of Service Marking and Tracking
- DTMF Manipulation
- NAT
- RFC 5853 Compliant



2) ADVANCED SERVICES FEATURES

- VPN-less Remote Worker connectivity:
  - Validate and securely support remote/mobile workers or the extension of Avaya UC services
  - Support near & far-end NAT
- Encryption Services
  - SIP TLS <-> TCP, UDP
  - sRTP <-> RTP
- Media Replication
  - Ability to fork media to a recording device

Functionality according to options 1 or 2 is enabled by Standard or Advanced licencing respectively. Standard and Advanced licences can co-reside on the same system.

DEPLOYMENT FOOTPRINTS AVAILABLE:

SINGLE SERVER (DELL) PLATFORM SUPPORTING UP TO 2,000 SESSIONS

DUAL SERVER (DELL) PLATFORM SUPPORTING UP TO 2,000 SESSIONS (HIGH AVAILABILITY (HA) OPTION)

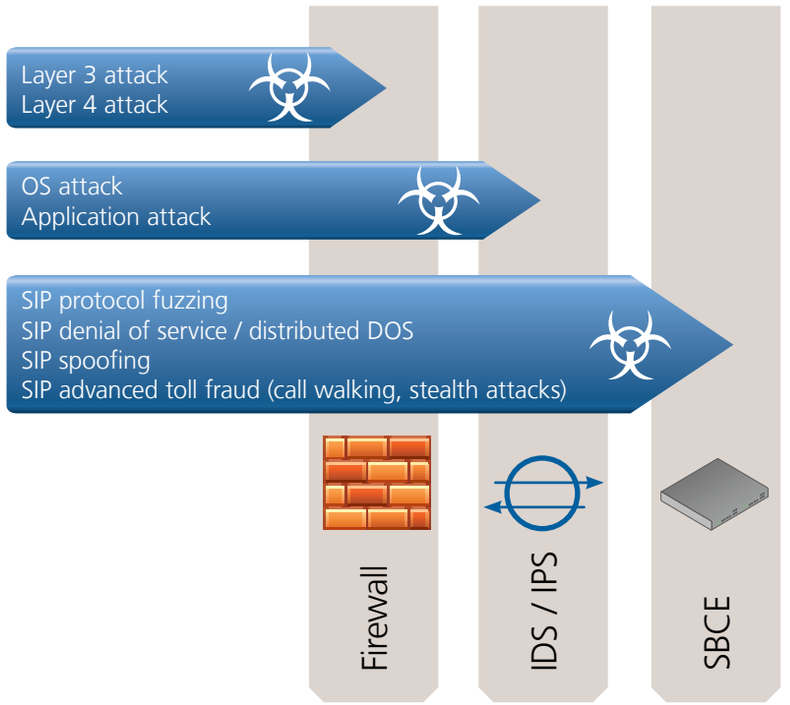
Element Management System (EMS) required

SBCE FOR IP OFFICE (PORTWELL APPLIANCE) SUPPORTING UP TO 500 SESSIONS - MINIMUM IPO 8.1

AVAYA SBCE FOR SME (REQUIRES 8.1 MINIMUM)

The security of SIP/VoIP connectivity is key to a succesful SIP-based communications deployment. Data network firewalls protect a variety of traffic types but are not 'application-aware'. Current industry best practice for securing SIP-based communications is the deployment of a Session Border Controller (SBC) at the edge of the network.

HOW DOES AVAYA SBCE FIT LAYERED SECURITY ARCHITECTURE FOR SIP TRUNKING?



AVAYA SBCE BRINGS A NEW LEVEL OF SIP SECURITY THROUGH:

ELEMENT MANAGEMENT SYSTEM (EMS)

Well-constructed 'craft' interfaces for simplicity of implementation and administration

DEEP PACKET INSPECTION FOR BOTH SIGNALING AND MEDIA

ACL/WHITE/BLACK LISTING

DTMF MANIPULATION

NAT TRAVERSAL (BOTH NEAR AND FAR END), TOPOLOGY HIDING

DOS/DDOS

Flood, resource hang/open transaction, crash/fuzz

SIP NORMALISATION – SIP TRUNK INTEGRATION MODULE (STIM)

CALL ADMISSION CONTROL

RFC 5853 COMPLIANT

ADVANCED UC SECURITY

Including protections against toll fraud, call walking, etc.

BEWARE - TOLL FRAUD

Billions lost by enterprises every year through inadequately secured SIP trunks, UC and VoIP applications

Applications

Editions Overview

BASIC EDITION

FOR SMALL BUSINESSES WITH BASIC TELEPHONY REQUIREMENTS

- Sub 20 users
- Single site

VERY COST EFFECTIVE AND EASY TO DEPLOY SOLUTION

- Enabled via system SD card
- Single site only
- Embedded voicemail
- Up to 6 port voicemail (with additional licence key)
- 1 voicemail box per user
- Up to 25 hrs of voicemail storage time
- Voicemail to email
- Auto-attendant
- Digital/analog phones only
- 64 party ad-hoc audio conferencing
- Web-based management
- Server-free solution
- Minimal programming
- Can be upgraded to Essential, Preferred and Advanced Editions

ESSENTIAL EDITION

FOR SMALL BUSINESS WHERE GOOD CUSTOMER SERVICE IS IMPORTANT

ENABLES ESSENTIAL MOBILITY FEATURES

- Licence-enabled
- IP PBX functionality
- 6 voicemail ports
- Server-free solution
- Up to 40 automated attendants
- Up to 128 party audio conferencing
- 4 remote H.323 extensions. Each endpoint enables VPN phone.
- Dial By Name
- Remote Voicemail Retrieval
- Mobile twinning and one-X Mobile Essential Edition client for all users
- Basic call control on mobile devices

+ Adds Options: Receptionist

PREFERRED EDITION

FOR SMALL BUSINESSES WHERE SUPERIOR CUSTOMER SERVICE IS IMPERATIVE

RESILIENCY IN MULTI-SITE ENVIRONMENTS

SUPERIOR MOBILITY FEATURES

- Essential Edition is a pre-requisite
- Up to 40 simultaneous calls for voicemail access
- Multi-level automated attendant:
  - Sophisticated routing options
  - Customer service features; time/day call routing and queue announcements
- Personal attendants with routing options and customised greetings
- Information on Hold: promotions, technical tips, new product launches, etc.
- 2 x 64 party conference bridges with PIN access
- No limit on VPN phones/ system
- Built-in recording of incoming, outgoing and conference calls
- Supports multiple IP Office systems
- Ability to add user solutions – Desktop on mobile device, HD video conferencing, IM/presence, calendar mining, Outlook and Salesforce integration

+ Adds Options: Power User, Office Worker, Mobile Worker, Tele Worker

SERVER EDITION

FOR MIDSIZE BUSINESSES

ALL THE BENEFITS OF PREFERRED EDITION

MAXIMUM SCALABILITY, BUILT-IN RESILIENCY AND CENTRALISED MANAGEMENT

- Linux- based
- All 'Preferred Edition' features
- Centralised management and user licensing
- Centralised management and administration of users, groups and system configuration.
- Resilient failover capabilities
- Scales to 2,000 users and 150 messaging ports per site
- System Status alerts the administrator to any potential issues

ADVANCED EDITION

FOR BUSINESSES REQUIRING CALL CENTRE CAPABILITIES

TO GATHER CUSTOMER INTELLIGENCE

! Not supported on Server Edition

- PC Wallboard
- Real time status on agents
- Standard or customised reports
- Automated customer feedback surveys
- Self-help menus to allow customers to interact via voice control (IVR)
- Text To Speech (TTS)
- Flexible management of call routing rules, agents assignments and service capacity
- Password protected archived call recordings
- Customer alarm thresholds and notifications
- Visual Basic Scripting

\+ Adds Options: Agent, Supervisor

TELEPHONY

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Key System Functionality	✓	×	×	✓	×
IP PBX Functionality	×	✓	✓	✓	✓
System Networking	×	✓	✓	✓	✓

CONFERENCING

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Ad-hoc	✓	✓	✓	✓	✓
Secure 'Meet Me'	×	×	✓	✓	✓

MOBILITY

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Call Twinning to Mobile	×	✓	✓	✓	✓
VoIP using Wi-Fi/3G/4G	×	×	✓	✓	✓
IM, Presence, Directory	×	×	✓	✓	✓
Conference Controls	×	×	✓	✓	✓

CALL RECORDING

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Storage in Voicemail	×	×	✓	✓	✓
Advanced Archiving/Retrieval	×	×	✓	✓	✓

FLARE EXPERIENCE FOR WINDOWS OR IPAD

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Basic Call Control	✗	✓	✓	✓	✓
IM, Presence, Directory	✗	✗	✓	✓	✓
Conference Controls	✗	✗	✓	✓	✓
Integrated Video Conferencing	✗	✗	✓	✓	✓

WEB PORTAL

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Make/Receive Calls	✗	✗	✓	✓	✓
IM, Presence, Directory	✗	✗	✓	✓	✓
Conference Controls	✗	✗	✓	✓	✓

VOICEMAIL

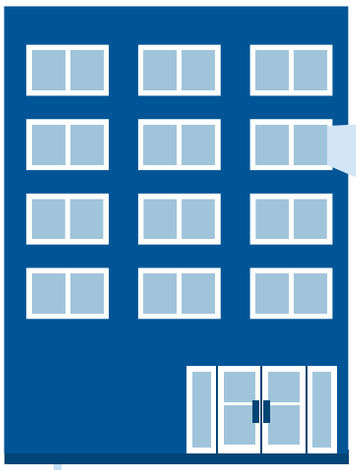
CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Basic embedded	✓	✓	✓	✗	✓
Voicemail Pro	✗	✗	✓	✓	✓

CALL CENTRE

CAPABILITIES	BASIC EDITION	ESSENTIAL EDITION	PREFERRED EDITION	SERVER EDITION	ADVANCED EDITION
Auto-attendant	✓	✓	✓	✓	✓
IVR	✗	✗	✓	✓	✓
Hunt Groups/ACD	✓	✓	✓	✓	✓
Reporting and Analytics	✗	✗	✗	✓	✓
Agent/Supervisor Roles	✗	✗	✗	✓	✓

Office Worker

Provide employees with all the communication tools they need to be productive from the desk and to deliver back office support to colleagues or deal with customer requests.



SUPPORTS A CITRIX/ TERMINAL SERVER INFRASTRUCTURE OR APPLE MAC COMPUTERS

ACCESS TO PERSONAL, CORPORATE AND EXTERNAL DIRECTORIES

(LDAP/Active Directory)

SINGLE SERVER SOLUTION

With web browser client applications

VOICEMAIL TO EMAIL

Via Unified Messaging Server (UMS)

INTUITIVE INTERFACE

PRESENCE, INCLUDING ONE-X MOBILE

INSTANT MESSAGING

INCLUDES ONE-X PORTAL & FLARE

IDEAL HEADSETS FOR THIS APPLICATION:

Jabra® YOU'RE ON

BIZ 2400
EVOLVE SERIES
PRO 900/9400

plantronics®

BLACKWIRE 500
ENCORE PRO
SAVI 430/440/700

SENNHEISER

SC/SH SERIES
DW SERIES

Mobile Worker

Enables remote workers to be seamlessly contacted on 'one number' regardless of their location.

MOBILE CALLS CAN BE ROUTED THROUGH IP OFFICE

- Take advantage of business calling plans
- Track, monitor and record calls

EASY SWITCH BETWEEN MOBILE TWINNING MODES

MULTIPLE CALL APPEARANCES

CENTRALISED CALL LOG

INTEGRATED CALL HISTORY

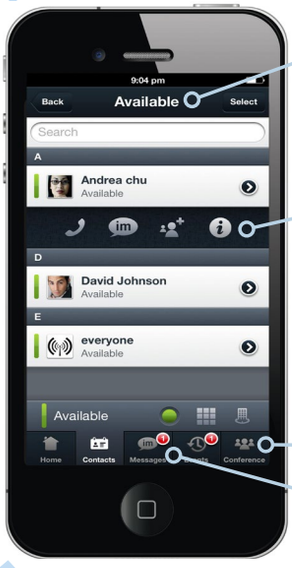
One-X Mobile in IP Office 9.0 is a SIP client.

IDEAL HEADSETS FOR THIS APPLICATION:

Jabra YOU'RE ON — **MOTION UC EVOLVE 65 UC**

plantronics — **VOYAGER LEGEND**

SENNHEISER — **PRESENCE UC**



Your status and availability

Voicemail status

Key functionality

Unread IM's

INCLUDES ONE-X MOBILE PREFERRED

'ONE NUMBER' ACCESS

CALL OVER 3G / 4G / WIFI

TEXT-TO-SPEECH

Requires Preferred Edition & MS Exchange

TRANSFER, CONFERENCE, HOLD, RECORD, ETC. FROM MOBILE PHONE

MANAGE VOICEMAILS VIA MOBILE PHONE

Tele Worker

Provides workers with all IP Office features and communications tools as if they were in the office - significantly improving productivity and business continuity.

INCLUDES ONE-X PORTAL & IP VIDEO SOFTPHONE

SINGLE SERVER SOLUTION

- With web browser client applications
- All IP Office features enabled via IP hard phone or one-X Portal in conjunction with a home or mobile phone number (Internet connection required)

INTUITIVE GRAPHICAL USER INTERFACE

- Efficient handling of calls
- Easy access to personal, corporate and external directories (LDAP/Active Directory)

PRESENCE

VOICEMAIL TO EMAIL

Unified Messaging Server (UMS)

VIDEO SOFTPHONE ENABLES POINT-TO-POINT REAL-TIME VIDEO COMMUNICATIONS

IDEAL HEADSETS FOR THIS APPLICATION:

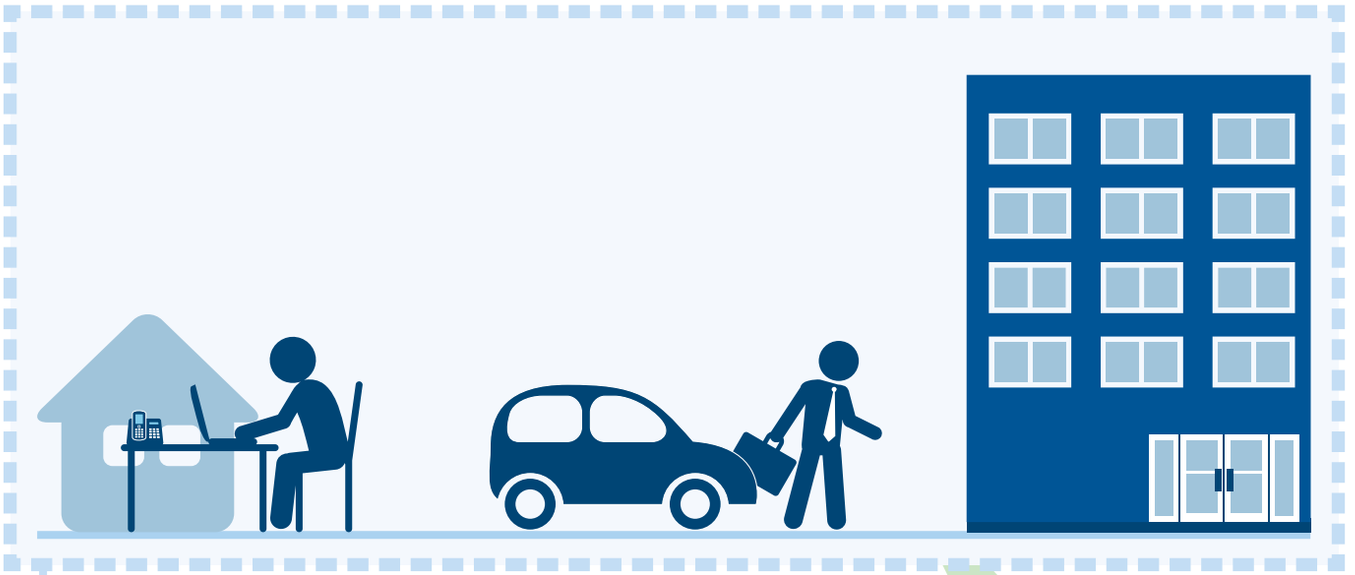
Jabra® YOU'RE ON
MOTION UC
EVOLVE 65 UC
SPEAK 510

plantronics®
VOYAGER LEGEND
BLACKWIRE SERIES
CALISTO 830

SENNHEISER
PRESENCE UC
SH SERIES

Power User

Combining the key elements of the IP Office Mobile Worker and Tele Worker, the Power User is provided with a complete unified communications solution.



INCLUDES ONE-X PORTAL, IP VIDEO SOFTPHONE, ONE-X MOBILE PREFERRED AND FLARE

'ONE NUMBER' ACCESS

REMOTE WORKING

IP Office Voice Compression Module is required

VOICEMAIL TO EMAIL

Unified Messaging Server (UMS)

PRESENCE

INTUITIVE DESKTOP INTERFACE

TEXT-TO-SPEECH

Requires Preferred Edition and Microsoft Exchange

VIDEO SOFTPHONE ENABLES POINT-TO-POINT REAL-TIME VIDEO COMMUNICATIONS

IDEAL HEADSETS FOR THIS APPLICATION:

Jabra® YOU'RE ON
MOTION UC
SPEAK 510
EVOLVE 65 UC

plantronics®
VOYAGER LEGEND
CALISTO 620

SENNHEISER
PRESENCE UC

Small Community Networking (SCN)

Many small businesses are spread across a number of offices, each with the same communication requirements. To ensure high levels of productivity and customer service are maintained, SCN enables up to 32 IP Office systems to be networked together, enabling workers to seamlessly collaborate and communicate between disparate office locations.

RESILIENT SCN

In 'rainy day' scenario IP Phones can re-register to another IP Office (when deployed with Preferred Edition)

REQUIRED AT EACH SITE:

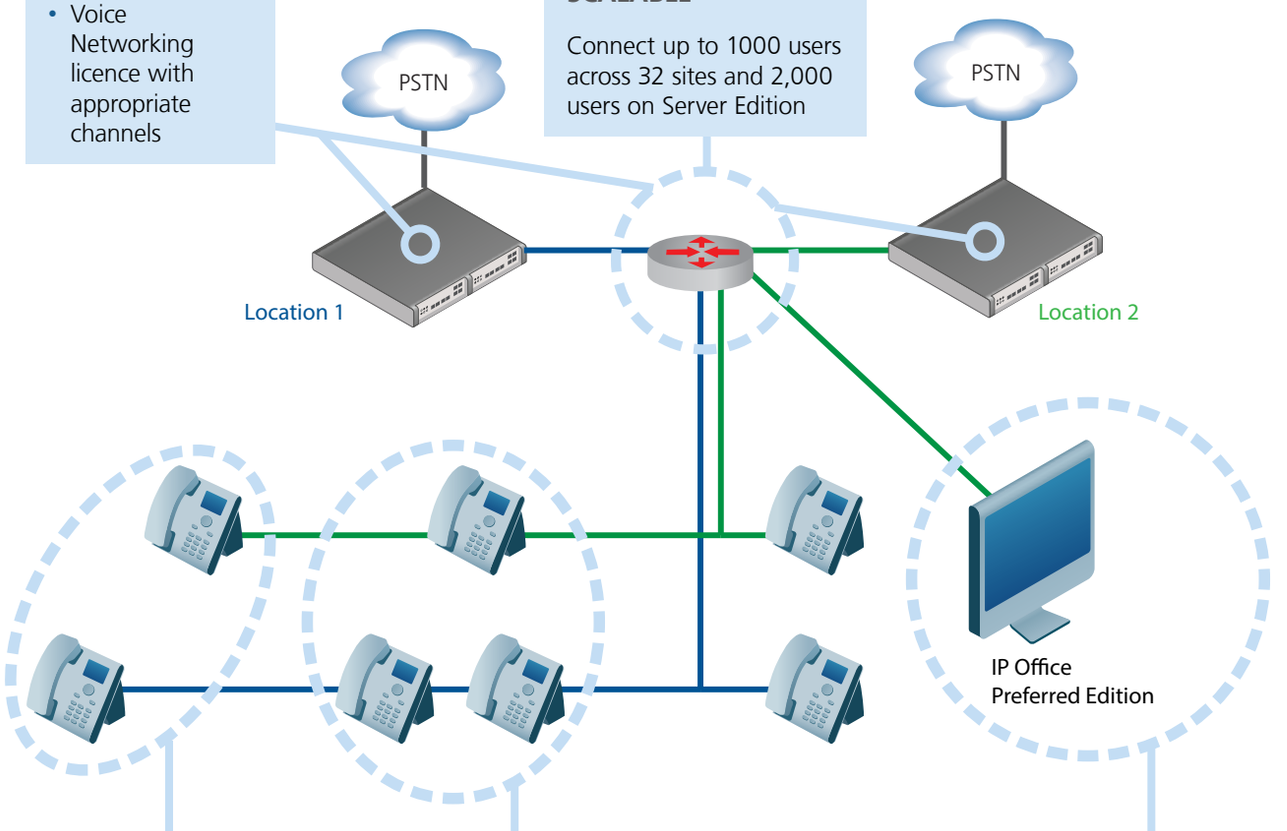
- VCM card with appropriate ports
- Voice Networking licence with appropriate channels

REDUCED CALL COSTS

Utilise the IP Network to route calls between offices

SCALABLE

Connect up to 1000 users across 32 sites and 2,000 users on Server Edition



DISTRIBUTED HUNT GROUPS

Group similar skill sets across multiple locations (Not on CCC or CCR)

REMOTE HOT-DESKING

Move between offices with no loss of user features (not on CCC or CCR)

Easily relocating key workers removes the disruption and cost of re-hiring

CENTRALISED FEATURES

User presence status and corporate directory are shared between sites

CENTRALISED RESOURCE AND REMOTE SYSTEM MANAGEMENT

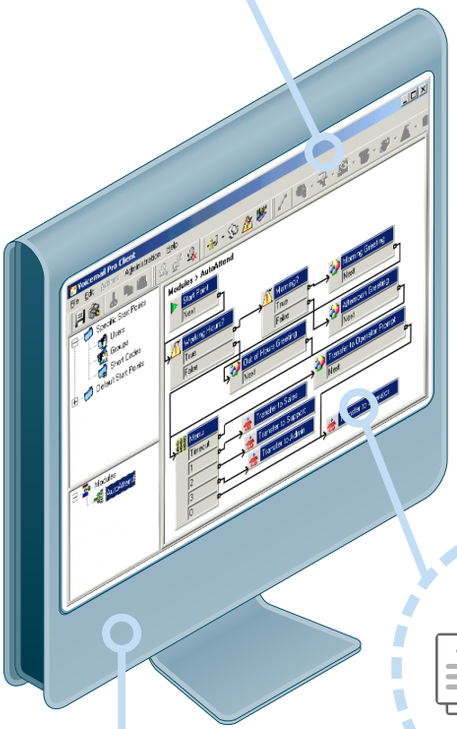
Preferred Edition (Voicemail Pro), Receptionist (SoftConsole) and system administration (IP Office Manager)

Advanced Messaging - Voicemail Pro

For new businesses, Voicemail Pro is included with IP Office Preferred Edition.

VOICEMAIL PRO

- Allows message handling for individuals or groups
- Provides information to callers
- Voicemail to email
- Inbound call assistance:
  - Delivers messages as soon as they are left
  - PIN code security
    - 'Whisper Announce'
    - Assisted Transfer: call returns to Voicemail Pro automatically should the called party be engaged or not answer within a pre-determined time
    - Extended personal greetings based upon user availability
    - Personal numbering & distribution lists
    - Group messages broadcasts
    - Audiotex and Auto-Attendant
    - Queue Announcement
- Speaking Clock
- Automatic and on-demand call recording
- Voice forms/questionnaire mailboxes
- Tag information to a call and deliver it to an agent
- Visual Basic Script support
- Voicemail Pro modules:
  - Create sequences of actions to share between different call routing scenarios
  - Create a library of vertical voicemail applications
  - Easy dissemination to other IP Office voicemail sites
- Trigger external actions (e.g. office heating)
- Automatic detection and routing of Fax calls
- Intuity emulation mode
- 22 supported prompt languages
- Centralised voicemail within a multi-site IP Office environment
- Networked Messaging
- Up to 30 ports



TEXT-TO-SPEECH (PART OF VOICEMAIL PRO)

- Reads back information captured from a database
- Allows remote e-mail collection

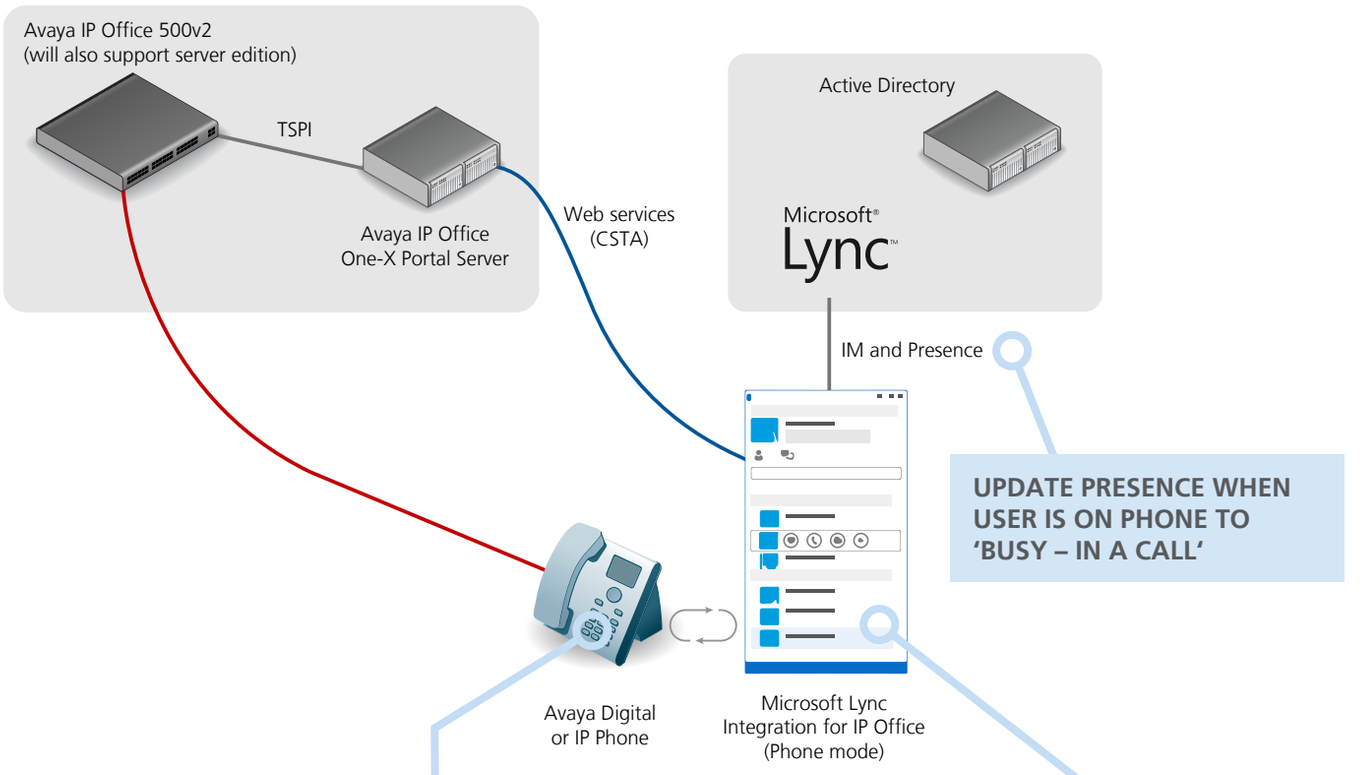
+ CONTACTSTORE (IN ADDITION TO VOICEMAIL PRO)

- Complements the IP Office voice recording capabilities
- Stores and catalogues the recordings

Microsoft Integration

IP OFFICE LYNC PLUGIN

- Provides telephony capabilities for Lync via IP Office
- Works with Lync Server-side (on-premise) or Office 365 (hosted) deployments
- No need to invest in additional MS licences - Microsoft Standard CAL are sufficient
- Operates in 'Phone Mode' only (utilises CTI control over deskphone) and does not support any soft-client functionality



UPDATE PRESENCE WHEN USER IS ON PHONE TO 'BUSY – IN A CALL'

DESK PHONE ORIGINATED CALLS CAN BE CONTROLLED VIA LYNC CONVERSATION WINDOW

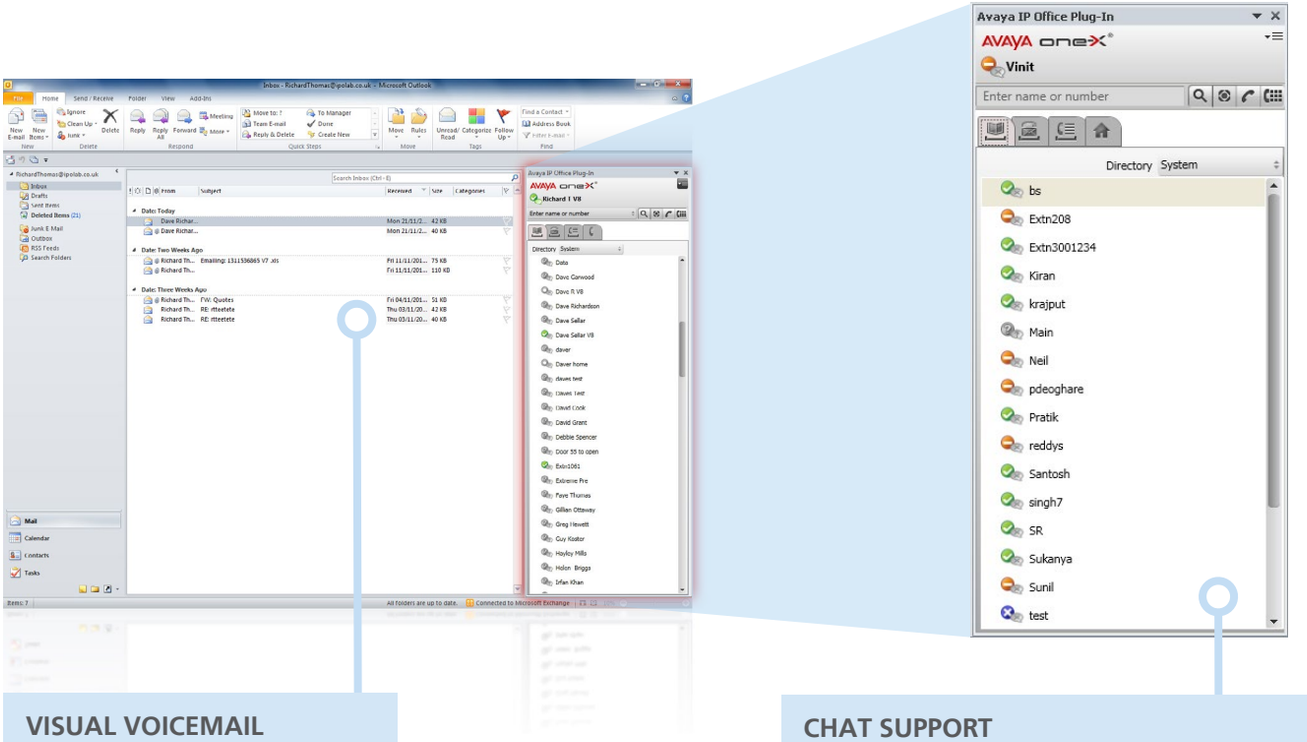
ESCALATE FROM IM TO CALL

SUPPORTED CALL FEATURES:

- Make call
- Answer call (Toast pop up on incoming call with options to Answer/Decline)
- Disconnect call
- Hold / unhold call
- Transfer call
- Conference
- Call Forward
- Only one active call at a time (other calls in held state)

IP OFFICE OUTLOOK PLUGIN

- Embeds a subset of one-X Portal functionality into Microsoft Outlook
- Included with Office Worker, Tele Worker or Power User
- Improved productivity through more effective collaboration with the delivery of IP Office UC functionality direct to Outlook
- Better customer service through improved first time query resolution with Federated Presence (with Google), click-to-call and voicemail management in Outlook



VISUAL VOICEMAIL

EXPORT OUTLOOK CONTACTS TO ONE-X PORTAL SERVER

CHAT SUPPORT

PLUGIN WINDOW CAN BE COLLAPSED TO AVOID CAPTURING ENTIRE SCREEN

UC features continue to be available

INITIATE VOICE CALL FROM OUTLOOK

COMMUNICATION HISTORY WITH SELECTED CONTACTS

CALL OPTIONS ON CONTEXT MENU OF A CONTACT OR FROM THE OUTLOOK CALENDAR

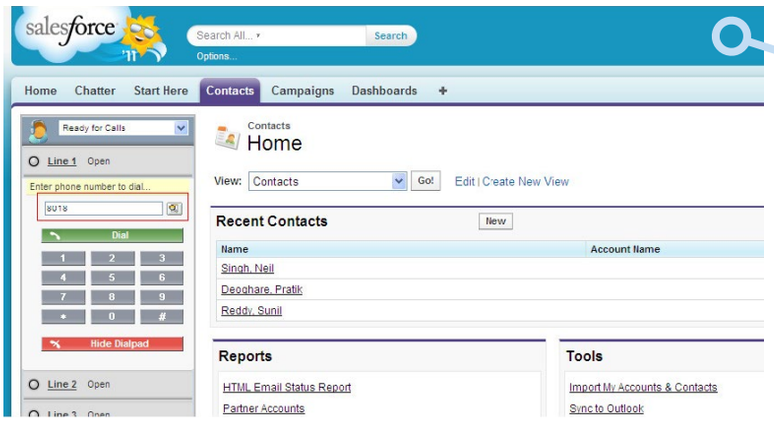
INCOMING CALL NOTIFICATIONS WITH OPTIONS TO ACCEPT OR REJECT

> *"Since the majority of knowledge-based employees spend most of their time within Outlook composing and answering emails, scheduling appointments, and managing their contacts, integrating other forms of communications into that application makes enormous sense"*
>
> Frost & Sullivan

Salesforce.com Plugin

Enables business users to have telephony call control direct from the Salesforce.com portal:

- Included with Office Worker, Tele Worker or Power User
- Instant access to Salesforce.com information means that employees are more professional and responsive to customer demands and do not have to waste time asking for basic customer details, helping reduce the call handle time



MAKE AN OUTBOUND CALL

HOLD/UNHOLD CALL

CONSULTATIVE OR BLIND TRANSFER

RECEIVE INCOMING CALL

Audio Conferencing

IP Office comes with an in-built audio conference bridge as standard, enabling businesses to eliminate the cost of out-sourced conference calls

- Improves productivity by cutting wasted travel time and enhancing morale
- Conferencing can ensure that meetings still go ahead even during events such as severe weather
- Quicker decision making through better information sharing - regardless of location

2 X 64 CONFERENCE CALLS (OR COMBINATIONS OF) AS STANDARD

AD-HOC OR SCHEDULED CONFERENCE CALLS

INTUITIVE FEATURES

CONTROL CONFERENCE CALLS VIA THE DESKTOP (OFFICE WORKER, TELE WORKER, POWER USER AND RECEPTIONIST)

WITH PREFERRED EDITION

- Added security, control and conference resource reservation
- Dial-in prompts and PIN codes
- Conference call recording

Clients

Avaya Flare™ Experience for iPad and Windows

Collaboration software client which delivers an innovative interface for real-time communications

- Phone calls, instant messages, presence, enterprise contacts and e-mail, all from the same interface
- Contextual, people-centric design

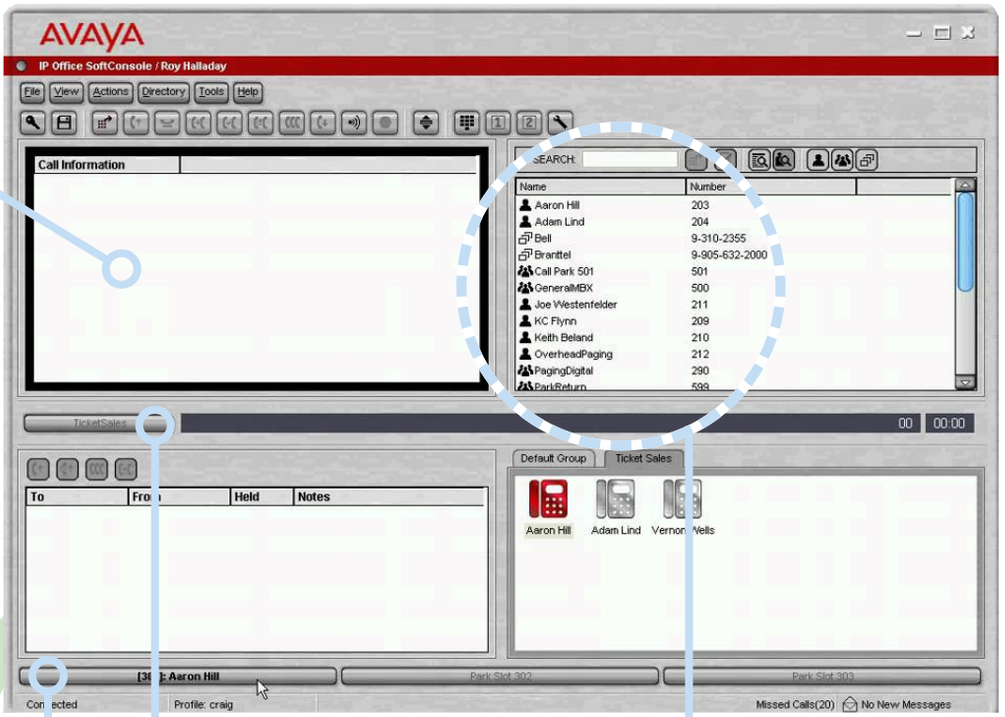
Receptionist

Provides the tools to enable efficient and effective call handling for single sites or multiple locations.

- Minimal training, intuitive and easy-to-use
- Support for up to 32 offices (within scn)
- Maximum 4x Receptionist applications per IP Office system
- Door Open Control for 2 door entry systems

DDI AND CLI-BASED SCRIPT CREATION FOR INCOMING CALLS

For displaying important customer information



MANAGE UP TO 8 QUEUES AND 16 PARK SLOTS

CREATE AND CONTROL CONFERENCE CALLS

UP TO 100 CALL HISTORY ENTRIES

MANAGE VOICEMAILS AND CHANGE CALL FORWARDING OPTIONS FOR COLLEAGUES

INTEGRATION WITH MS OUTLOOK

SPEED DIAL ICONS AND PRESENCE STATUS OF ALL IP OFFICE USERS (WITHIN SCN)

IDEAL HEADSETS FOR THIS APPLICATION:

Jabra® YOU'RE ON — **BIZ 2300 PRO 900 SERIES**

plantronics® — **ENCORE PRO SAVI 430/440**

SENNHEISER — **DW / SC SERIES**

one-X Portal

Enable workers to control a telephone from a networked PC

- Accessed via web browser
- Single server solution
- Included with Office Worker, Tele Worker & Power User
- Citrix/terminal server infrastructure or Apple Mac computers
- Telecommuter Mode: Voice path is via an allocated PSTN or mobile number
- Calendar Mining (Outlook setting)

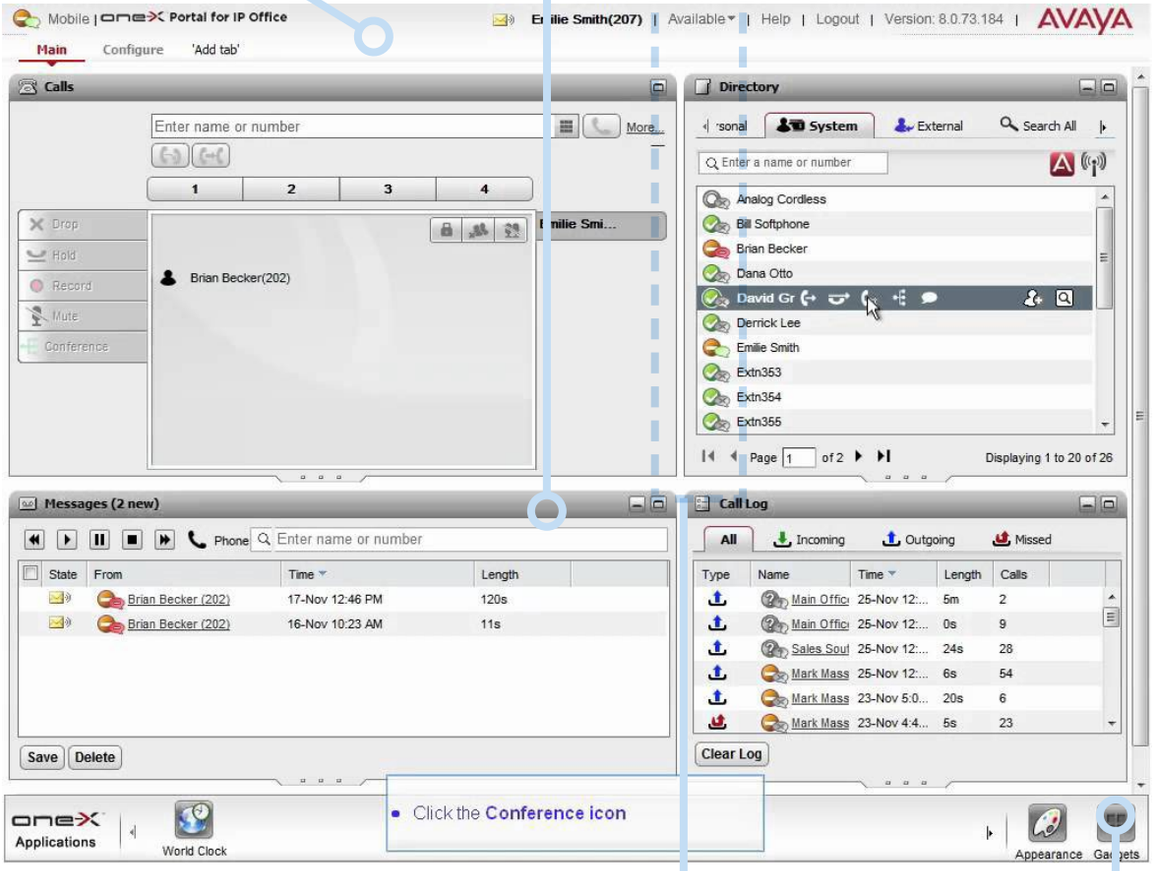
WEB INTERFACE

- Efficient handling of incoming and outgoing calls
- Access to personal, corporate and external directories (LDAP/ Active Directory)

VOICEMAIL MANAGEMENT

FEDERATED PRESENCE VIA MICROSOFT EXCHANGE AND GOOGLETALK

PRESENCE WITH CUSTOMISED MESSAGE AND INSTANT MESSAGING



USER ACTIVITY (DND/AWAY)

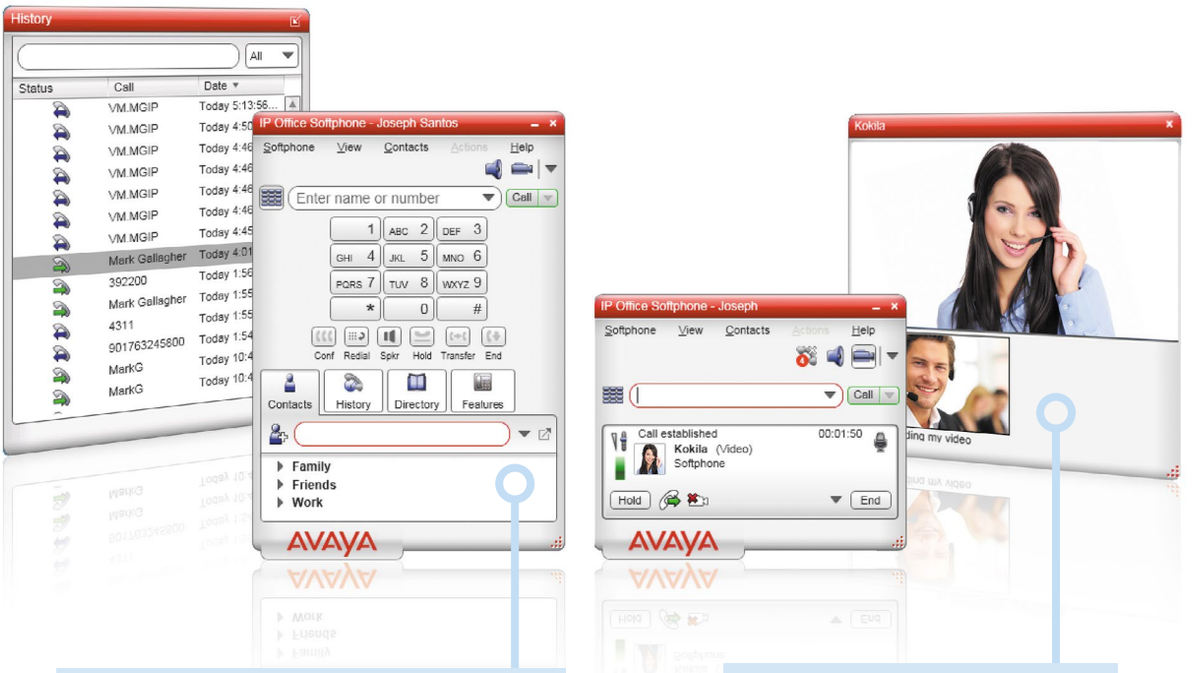
PHONE ACTIVITY (ON/OFF HOOK)

THIRD PARTY 'GADGETS' CAN BE ADDED TO IMPROVE PRODUCTIVITY

Video Softphone

PC telephony client enhancing communication and collaboration for remote workers, providing an easy-to-use application for managing voice and video communication.

- Included with Tele Worker and Power User
- Support of wireless headsets with full hook-switch
- Reduce cost by Routing calls over the IP network



STANDARD TELEPHONY FEATURES SIMILAR TO AN IP OFFICE PHONE

STANDARD SOFTPHONE CLIENT OR IN CONJUNCTION WITH ONE-X PORTAL FOR ADDITIONAL FEATURES

PRESENCE AND REAL-TIME VIDEO CONVERSATION

END-TO-END VIDEO CALLS ON A SINGLE IP OFFICE OR WITHIN SCN

DESKTOP TO ROOM-BASED VIDEO CONFERENCING

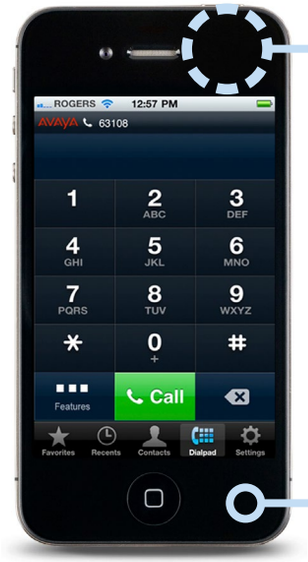
Point-to-point or point-to-multi-point collaboration (HD)

one-X Mobile

Two applications delivering mobile benefits depending on the need of the employee

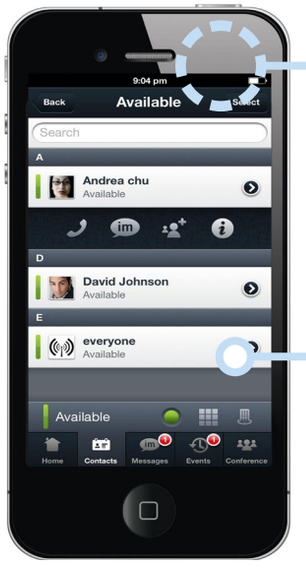
- one-X Mobile Essential: cost-effective, server-less mobility solution intended for mobile users who only need voice-based capabilities
- one-X Mobile Preferred: provides rich UC capabilities designed to give mobile users quick access to multiple forms of communications

ONE-X MOBILE ESSENTIAL



- NO NEED FOR ADDITIONAL SERVER
- IOS 3.X, SYMBIAN, WINDOWS MOBILE
- MOBILE TWINNING WITH OFFICE DESK PHONE
- INCLUDED WITH ESSENTIAL EDITION FOR ALL USERS
- CALL CONTROL AS IF IN THE OFFICE
- MOBILE CALL CONTROL (VIA DTMF)

ONE-X MOBILE PREFERRED



- INTEGRATED SERVER-BASED SOLUTION
- INCLUDED WITH MOBILE WORKER AND POWER USER

  Preferred Edition required
- DATA-BASED UC
- ANDROID 2.X AND IPHONE
- MULTI-MODAL COMMUNICATION

  IM, voice call control, conferencing
- IM / PRESENCE
- GEO-LOCATION
- VISUAL VOICEMAIL
- CORPORATE DIRECTORY

Endpoints

IP Terminals 1600 Series

For the value-oriented customer

- Straightforward access to common telephony features
- Cost-effective price point
- Reliable

1, 3 OR 4 LINES BACKLIT DISPLAY

FULL DUPLEX SPEAKERPHONE

Except 1603-I - 2-way speakerphone

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

POE SUPPORT

1603-I and 1603SW-I require a PoE adaptor

3, 8 OR 16 LINE APPEARANCE/FEATURE KEYS WITH DUAL LEDS FOR CLEAR STATUS INDICATION TO THE USER

WALL MOUNTABLE

INTEGRATED HEADSET JACK

Except 1603-I

SIP PROTOCOL SUPPORT

1603SW-I only

SUITABLE FOR OFFICE WORKERS:

1603SW-I/1603-I

POE adaptor required

No headset port

1608-I

SUITABLE FOR RECEPTIONISTS:

Nortel 1100 and 1200 series IP Phones although EoS can be supported on IP Office. Provides ideal strategy for legacy migration.

1616-I

32 button module available

IP Terminals 9600 Series

For more advanced communication needs

- Competitively-priced yet high-performance
- Promoting productivity gains and collaboration

FULL COLOUR BACKLIT DISPLAY

Except 9601, 9608 and 9608G - grey-scale

FULL DUPLEX SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

POE SUPPORT

Class 1 or 2 depending on model

SOFT KEYS

- 3 soft keys for 9601
- 4 soft keys for 9608, 9608G and 9611G
- 0-5 soft keys for 9621G and 9641G

SUPPORT FOR BUTTON MODULE

Up to 3 – BM12 and/or SBM24

WALL MOUNTABLE

HEADSET SUPPORT (MAY REQUIRE ADAPTOR)

H.323 + SIP

Except 9601 - SIP only

HEARING AID COMPATIBLE

USB PORT

Except 9601, 9608, 9608G and 9621G

10/100/1000 ETHERNET WITH SECONDARY PORT

Except 9601 and 9608 - 10/100 Ethernet only

MULTIPLE LANGUAGE SUPPORT

SUITABLE FOR OFFICE WORKERS:

SUITABLE FOR RECEPTIONISTS:

E129 SIP Deskphone

Ideally suited to the replacement of aging analogue / digital phones

- Very attractive price point
- Ideal for entry-level communications
- Ideal for use as a location-based phone – e.g. lobbies, break-out areas, warehouses, classrooms and retail spaces

MONOCHROME 3 LINE DISPLAY

3 SOFT KEYS

FULL DUPLEX SPEAKERPHONE

HEADSET SUPPORT (REQUIRES CONNECTOR)

MESSAGE WAITING INDICATOR

DUAL 10/100 ETHERNET PORTS

POE SUPPORT (CLASS 1)

MULTIPLE LANGUAGE SUPPORT

Digital Terminals 1400 Series

For the value-oriented customer

- Straightforward access to common telephony features
- Cost-effective price point
- Reliable

1,3 OR 4 LINES BACKLIT DISPLAY

TWO-WAY SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

3, 8 OR 16 LINE APPEARANCE/FEATURE KEYS WITH DUAL LEDS FOR CLEAR STATUS INDICATION

WALL MOUNTABLE

INTEGRATED HEADSET JACK (EXCEPT 1403)

SUITABLE FOR OFFICE WORKERS:

1403

No headset port

1408

SUITABLE FOR RECEPTIONISTS:

1416

32 button module available

Digital Terminals 9500 Series

For more advanced communication needs

- Competitively-priced yet high-performance
- Promoting productivity gains and collaboration

BLACK AND WHITE LCD BACKLIT DISPLAY

TWO-WAY / FULL DUPLEX SPEAKERPHONE

MESSAGE WAITING INDICATOR

FIXED FEATURE KEYS FOR COMMON TASKS

4 SOFT KEYS

WALL MOUNTABLE

SUPPORT FOR BUTTON MODULE

Up to 3 – BM12

SUITABLE FOR OFFICE WORKERS:

9504

Nortel 1100 and 1200 series although EoS can be supported on IP Office. Provides ideal strategy for legacy migration.

SUITABLE FOR RECEPTIONISTS:

9508

B100 Audio Conference Phones

For hands-free conference calls with crystal clear voice quality

OMNISOUND 2.0

ANALOGUE CONNECTION

Except B179 (SIP)

SD-MEMORY CARD TO RECORD YOUR MEETINGS AND CONFERENCE CALLS

OMNI-DIRECTIONAL MICROPHONE

OPTIONAL EXPANSION MICROPHONES

B149

< 10 people

B159

> 10 people

B179

> 10 people

Wireless Telephony

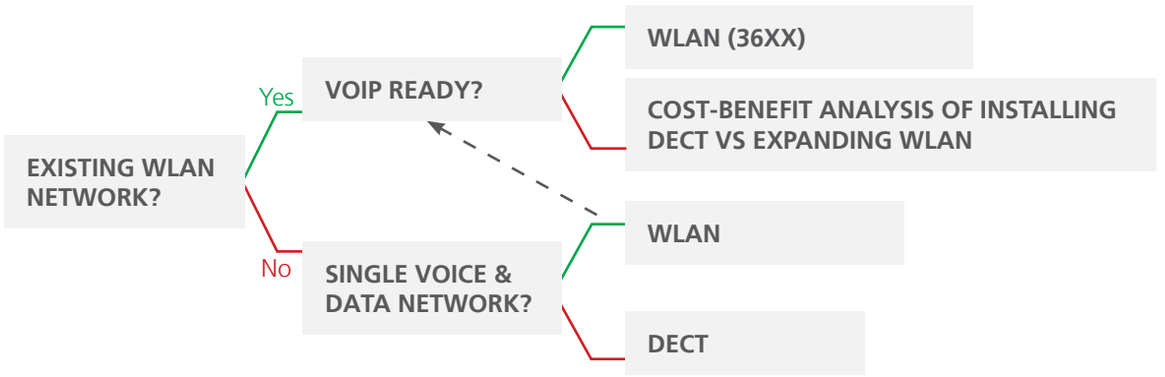
DECT?

- Own protected frequency band (no interference)
- Easier to scale and secure
- Higher voice quality, more robust voice solution
- Lower-cost installation and handsets
- Significantly longer standby/talk time

OR

WI-FI?

- Can use existing data infrastructure
- Only one network to install and maintain
- Broader handset choice
- Push-to-talk available
- Richer application support



WIRELESS 3600 SERIES

- For employees on the move within the office
- For mission-critical WLAN voice applications
- Secure, reliable, highly durable and extended battery life
- Avaya Voice Priority Processor (AVPP) required

INDUSTRY-STANDARD 802.11 COMPATIBILITY

BACKLIT DISPLAY

4 HRS TALK TIME, 80 HRS STANDBY

Up to 8 hours talk time and 160 hours standby on ultra extended battery

DUST, SHOCK AND LIQUID DAMAGE RESISTANT

802.11A/B/G COMPATIBLE

HEADSET JACK, SPEAKERPHONE AND VIBRATE ALERT

WPA, WPA2, PSK & WEP WIRELESS SECURITY SUPPORT

3641

3645

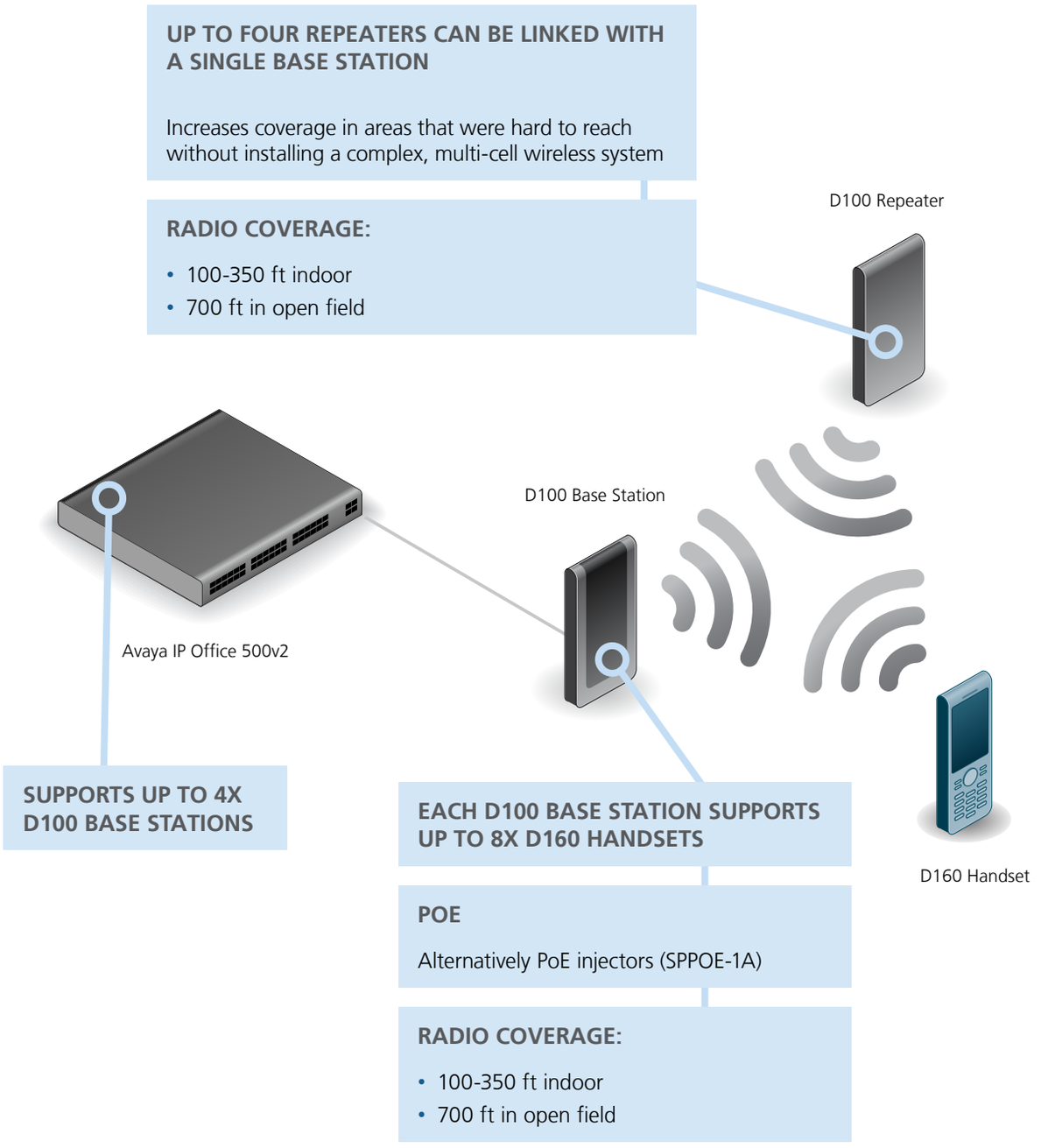
For noisier environments such as manufacturing and warehousing

PUSH-TO-TALK

LARGER EARPIECE TO BLOCK OUT BACKGROUND NOISE

D100 SIP DECT

- Wireless solution utilising DECT 6.0 technology to provide high quality voice communication
- Can be expanded with repeaters to cover larger areas without the need for additional wiring
- Entirely managed through IP Office Manager
- Plug-and-Play installation
- Supports advanced features such as Busy Lamp Field, Message Waiting Indicator, programmable buttons and hot-desking


UP TO FOUR REPEATERS CAN BE LINKED WITH A SINGLE BASE STATION
Increases coverage in areas that were hard to reach without installing a complex, multi-cell wireless system
RADIO COVERAGE:
• 100-350 ft indoor
• 700 ft in open field
D100 Repeater
D100 Base Station
Avaya IP Office 500v2
SUPPORTS UP TO 4X D100 BASE STATIONS
EACH D100 BASE STATION SUPPORTS UP TO 8X D160 HANDSETS
D160 Handset
POE
Alternatively PoE injectors (SPPOE-1A)
RADIO COVERAGE:
• 100-350 ft indoor
• 700 ft in open field

D160 HANDSET

2 X 24 DISPLAY

4 SOFT KEYS:

- Account Code Entry
- Automatic Callback
- Automatic Intercom - Dial voice call
- Button Programming
- Call Forward
- Call Log
- Call Pickup Any
- Call Park
- Call Record
- Conference
- Conference Meet Me
- Directed Call Pickup
- Do Not Disturb
- Extension Login/Logout
- Follow Me Here/To
- Forward All
- Group Page
- Group Pickup
- Private Call
- Relay On/Pulse
- Remote Park
- Retrieve Call
- Stamp Log
- Twinning

8 PROGRAMMABLE FUNCTION KEYS:

- Automatic Intercom - Dial voice call
- Call Pickup Any
- Call Park
- Call Record
- Conference Meet Me
- Directed Call Pickup
- Do Not Disturb
- Extension Login/Logout
- Follow Me Here/To

+ BLF and Speed Dial

- Forward All
- Group Page
- Group Pickup
- Private Call
- Relay On/Pulse
- Remote Park
- Retrieve Call
- Stamp Log
- Twinning
- Voicemail

COMES WITH:

- D160 Handset for EMEA DECT
- Belt Clip
- Charger
- Battery
- Charger Power Supply (with international plug adaptors)

6 HOURS OF TALK TIME AND 7 DAYS OF STAND-BY TIME

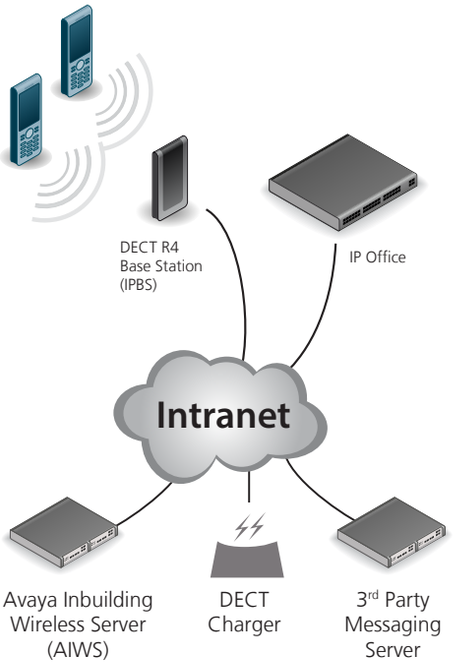
IP DECT

- Delivers secure, high-quality wireless voice communications to mobile employees within a building or across a campus.
- Lightweight wireless handsets and associated radio base stations
- Tried and trusted standards-based scalable technology
- Particularly useful for those needing to maintain separation between voice and data wireless networks

DECT R4 CAPACITIES

Maximum handsets	384
Max base stations if master server is on a standard RBS	128
Max base stations if master server is on a compact RBS	5
Total base stations/compact base stations	128
Total number of compact base stations	5
Maximum simultaneous calls	100*

*May be limited by the available VCM voice compression channels for calls to non-IP destinations. Does not support redundancy option.



3720 AND 3740 TERMINALS

BLACK AND WHITE DISPLAY

HALF-DUPLEX SPEAKER PHONE

GRAPHICAL USER INTERFACE

4-WAY NAVIGATION KEY

2.5MM HEADSET CONNECTION

MULTIPLE LANGUAGE SUPPORT

- Talk time: 16 hours
- Standby time: 180 hours
- Charge time: Less than 4 hours

3720 DECT TERMINAL

3740 INDUSTRIAL DECT R4 TERMINAL

\+ **RUGGEDISED: SHOCKPROOF CERTIFICATION IEC60068-2-32 (PROCEDURE 1 FROM 2 METRES)**

\+ **LIQUID AND DUST PROTECTED (IP65)**

\+ **OPERATING TEMPERATURE: -10°C TO +55°C**

3725 AND 3749 TERMINALS

- FULL COLOUR DISPLAY
- HALF-DUPLEX SPEAKER PHONE
- GRAPHICAL USER INTERFACE
- 5-WAY NAVIGATION KEY
- BLUETOOTH HEADSET COMPATIBLE
- LIQUID & DUST PROTECTED
- MULTI-FUNCTION BUTTON
- TEXT MESSAGE SUPPORT (NEED AIWS SERVER)
- MULTIPLE LANGUAGE SUPPORT
- Talk time: 20 hours (13 with Bluetooth headset)
- Standby time: 120 hours

3725 DECT TERMINAL

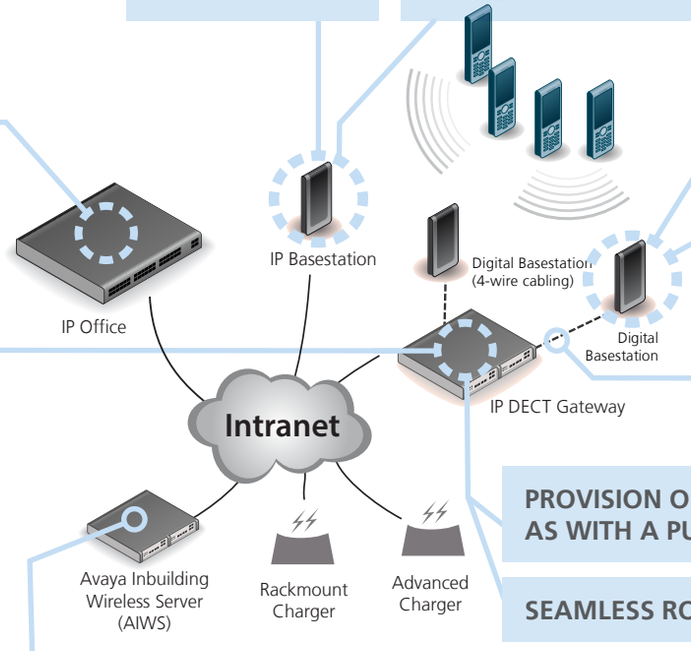
3749 DECT R4 TERMINAL

\+ **INTRINSICALLY SAFE - ATEX AND IECEX FOR:**

- Gas: II 2G Eex ib IIC T4
- Dust: II 3D Ex ibD 22

IP DECT GATEWAY

- SAME HOUSING & MOUNTING OPTIONS
- OVER-THE-AIR SYNCHRONISATION MASTER
- SUPPORTS UP TO 2 IP DECT GATEWAYS
- SUPPORTS THE SAME DECT PHONES AS THE IP DECT R4 SOLUTION
- REMOTE POWER FEEDING VIA UPN-PORTS
- CAN ACT AS ADDITIONAL RADIOS
- UP TO 16 CONNECTIONS
- PROVISION OF THE SAME AIWS FUNCTIONS AS WITH A PURE IP DECT R4 DEPLOYMENT
- SEAMLESS ROAMING AND HANDOVER



APPLICATION SERVER MODULE FOR DECT R4 SOLUTION

- Runs applications such as messaging, central phonebook, LDAP directory access, centralised device management and OAP interface provision
- Several variants available
- Fully installed and pre-loaded with licences

Analogue Terminals

Deliver a high degree of functionality as well as providie a lower cost alternative to system specific terminals.

- Particularly appropriate when using applications with Computer Telephony Integration (CTI)
- Compatible with caller display functionality
- Simple programming of IP Office can convert the numeric display into the company name associated with that number

AVAYA GEMINI BASIC

DEDICATED IP OFFICE MESSAGE WAITING INDICATOR

LOCKING MUTE BUTTON WITH LED INDICATOR

LAST NUMBER REDIAL

RECALL BUTTON

RING VOLUME ADJUST

RINGING INDICATOR LIGHT

WALL MOUNTABLE

HEARING AID COMPATIBILITY

6 YEAR WARRANTY

9330AV

9335AV

\+ **DISPLAY**

\+ **10 PROGRAMMABLE KEYS**

\+ **HEADSET COMPATIBLE**

ENTERPRISE 98390-AV

HIGH VOLTAGE MESSAGE WAITING

SUPPLIED WITH RJ11 LINE CORD

LOCKING MUTE BUTTON WITH LED INDICATOR

RINGER VOLUME ADJUST

RINGER INDICATOR LIGHT

DATA PORT

WALL MOUNTABLE

HEARING AID COMPATIBLE

RECALL BUTTON

LAST NUMBER REDIAL

HOTEL PHONE 9281-AV

- TRIPLE STANDARD MESSAGE WAITING (HIGH VOLTAGE, REVERSE POLARITY & VOLTAGE DROP)
- FULL LENGTH PRINTABLE INLAY CARD FOR LOGO AND MEMORY DIAL ICONS
- 10 NON-VOLATILE MEMORIES
- MODEM PORT
- MF ONLY
- ELR/TBR SWITCHABLE
- RINGER VOLUME & PITCH ADJUST
- RINGER INDICATOR LIGHT
- LOCKING MUTE BUTTON
- HEARING AID COMPATIBLE
- WALL MOUNTABLE

DOOR ENTRY SYSTEM

- PROVIDES CONNECTION VIA AN ANALOGUE EXTENSION PORT
- PC CONFIGURATION VIA USB CONNECTION* OR REMOTELY UTILISING DTMF
- SLIM DESIGN, JUST 16MM DEEP
- STRONG ALUMINIUM CASING
- 1, 2 AND 4 BUTTON MODELS
- COMBINATION LOCK CONTROL
- DAY / NIGHT MODE
- RELAY LOCK CONTROL**
- BACKLIT INLAY CARDS**
- INTERNAL HEATING SYSTEM**

*USB cable available separately
**Requires power supply

INTERQUARTZ®

Interquartz is Avaya's chosen partner to manufacture analogue telephones for use on IP Office. Other models are available - please speak to your Westcon Account Manager.

Spectralink - DevConnect certified handsets

Spectralink is a global leader in wireless telephony solutions for the workplace. Office-based employees can roam freely throughout the workplace without sacrificing voice clarity and data coverage, resulting in improved customer service.

Spectralink have completed Avaya DevConnect testing for a variety of their wireless handsets, ensuring all Spectralink solutions are Avaya-Ready. Their mobile communication solutions are targeted to a wide range of sectors – including healthcare, retail, warehousing and manufacturing.

spectralink
solving every day

MOBILITY

Add mobility to improve productivity, communication and satisfaction for mobile workers

DIRECT INTEROPERABILITY

Eliminate need for an additional gateway that other solutions require to reduce complexity and costs

CUSTOMISED

Mix industry-customised wireless handsets to meet the individual need of each employee

INCREASED ROI

Reduce administration costs, reduce downtime and increase productivity

TESTED AND QUALIFIED

Full integration with Avaya Aura and IP Office

STREAMLINED ADMINISTRATION

Streamline administration by enabling your IT department to centrally administer, modify and control the entire solution

WIFI

Spectralink 84-Series

The enterprise-grade Voice over Wi-Fi solution (2.4 GHz or 5GHz)

DECT

Spectralink 7000 Portfolio

Cost-effective, feature-rich DECT wireless solution (1.8 GHz or 9GHz)

SPECTRALINK 84-SERIES

- Full duplex speakerphone, wideband audio and noise-canceling mic
- 802.11a/b/g/n Wi-Fi support for any VIEW supported WLAN
- Reinforced magnesium cage design
- Color display including 4 icons and a micro web browser
- Integrated push-to-talk
- Soft keys and navigation cluster
- 1000 Names Personal Directory
- Rubberised over molding
- Bluetooth or wired headset support with integrated mute and hookswitch control
- Snap-in integrated battery pack for 24/7 usage
- Also available, on the Spectralink 8452/8453 is an integrated 1D & 2D barcode scanner for data input applications

SPECTRALINK 87-SERIES

- Patent-pending ergonomic grip
- Resistant to dust, shock and liquids
- 802.11a/b/g/n
- HD voice and integrated full duplex speakerphone
- 3.5 mm 4-conductor stereo headset connector
- 800 x 480 pixel glass touchscreen
- Micro USB interface
- Android-based
- Personal safety features, including dedicated panic button and 'man down' capability
- Up to 8 hours talk time

Headsets & Speakerphones

The successful deployment of headsets can have an impact on the adoption of UC within an organisation. Key to positioning the correct headset is to understand the job function and working behaviour of the individual – one device does not fit all!

Headsets are often perceived as fairly straightforward. However, they have a massive impact on the user-experience, which directly impact business performance: productivity may be compromised do to ergonomic challenges or customer service issues may arise due to poor sound quality.

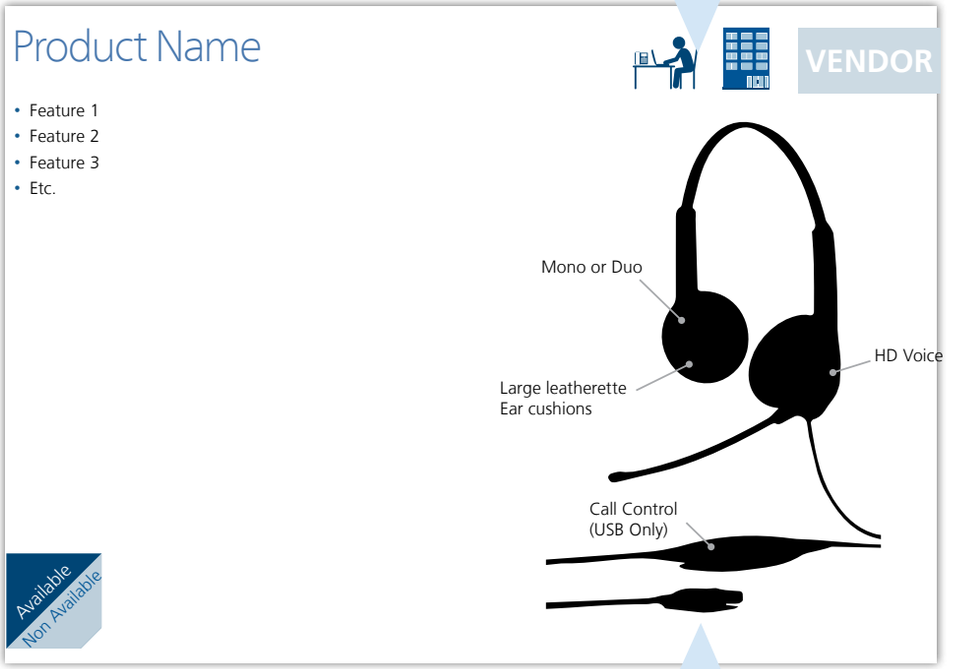
Headsets are quickly becoming an integral part of a worker's communication device set. Whether in the car, working from home or roaming the office, a headset is the single most important device that facilitates efficient communications with colleagues, customers and suppliers.

OVERCOMING THE HEADSET CHALLENGE!

WHAT HEADSET? TOP QUESTIONS TO ASK:

DO YOU WORK AT A DESK?
DO YOU TAKE A HIGH VOLUME OF CALLS?
DO YOU NEED 'HANDS-FREE' ACCESS TO APPLICATIONS AND DOCUMENTS OR MAKE NOTES WHILE ON A CALL?
DO YOU USE MULTIPLE COMMUNICATION DEVICES (LAPTOP, MOBILE PHONE, TABLET)?
DO YOU SPEAK TO COLLEAGUES DURING CALLS?
DO YOU NEED TO ROAM THE OFFICE?
DO YOU WORK REMOTELY?
DO YOU WORK IN A NOISY ENVIRONMENT?
DO YOU BREAK THE LAW BY USING YOUR PHONE WHILST DRIVING?

How to use the headset section of this guide?



USB

Industry standard connection enabling a headset to connect and get power directly from any computer. Delivers a digital audio signal into the headset, eliminating interference and maximising voice clarity. *Possibly requires an adapter cable.*

DECT

Digital communication standard for cordless phone systems, allowing for interference-free wireless operation to around 100m outdoors (less indoors when separated by walls). Low power usage allowing for several hours of talk time and considerable standby time.

NOISE CANCELLATION

Reduces disturbing background noise such as traffic, wind or surrounding conversations.

BLUETOOTH

Wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. Can be used to connect headsets with phones, tablets and computers (either through built-in Bluetooth or USB receiver).

CONNECTS TO A PHONE

Possibly requires an adapter cable (depending on vendor).

TALK TIME
(in hours)

WIRELESS RANGE
(in metres)

Best audio devices to recommend

FLEXIBLE WORKER (POWER USER)

MOTION UC

Jabra YOU'RE ON

SPEAK 510

Jabra YOU'RE ON

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

CALISTO 620

plantronics

PRESENCE UC

SENNHEISER

MOBILE WORKER

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

PRESENCE UC

SENNHEISER

MOTION UC

Jabra YOU'RE ON

HOME WORKER

EVOLVE 65 UC

Jabra YOU'RE ON

VOYAGER LEGEND

plantronics

CALISTO 800

plantronics

MOTION UC

Jabra YOU'RE ON

BLACKWIRE SERIES

700 only

plantronics

SPEAK 510

Jabra YOU'RE ON

PRESENCE UC

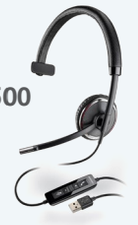
SENNHEISER

SH SERIES

SENNHEISER

DESK-BOUND OFFICE WORKERS AND CALL CENTRE AGENTS

BLACKWIRE 500



plantronics®

EVOLVE SERIES

depending on variant

Jabra® YOU'RE ON

ENCORE PRO

plantronics®

BIZ 2300

depending on variant

Jabra® YOU'RE ON

SH SERIES

SENNHEISER

SC 630/660 USB CTRL

SENNHEISER

OFFICE WORKER (ROAMING)

SAVI 700 SERIES

plantronics

PRO 9400 SERIES

9470 only

Jabra YOU'RE ON

SAVI 430/440

plantronics

PRO 900

depending on variant

Jabra YOU'RE ON

DW SERIES

SENNHEISER

EVOLVE Series

- Designed to improve concentration and conversations
- Premium noise-cancellation eliminates unwanted background noise in an noisy environment
- Connects easily to a PC via the USB-based control unit
- Intuitive controller with large buttons and LED indicators to pick up/end calls, control volume or mute
- Made for both music and voice

VARIANT DEPENDANT FEATURES:

- Connects to a smartphone/tablet via the 3.5 mm jack (EVOLVE 40 & 80)
- NFC technology & Bluetooth – 30 meter/100 feet wireless freedom (EVOLVE 65 UC)
- Active noise cancellation to eliminate unwanted low frequency background noise at the touch of a button (EVOLVE 80)
- Busy light indicating to co-workers that you are on a call (EVOLVE 40, 65 & 80)

depending on variant

BIZ 2400 Series

- Connects to a desk phone
- Great comfort for all day use
- Surgical steel parts and a Kevlar-reinforced cord provide maximum strength
- Superior sound with HD Voice and neodymium speakers to ensure clarity of conversations
- 360° boom-arm rotation for enhanced durability is made possible by gold contacts that also deliver optimal sound quality
- Hearing protection with Jabra SafeTone
- Choice of Mono or Duo speaker options to suit your working environment and job role
- Choice of 3 wearing styles for the perfect fit and all-day comfort

depending on variant

BIZ 2300 Series

- Connects to desk phones
- HD Voice/Wideband speaker performance and best-in-class noise cancellation
- Light-weight yet durable construction
- Built to withstand any punishment a high-performing contact centre can give
- Kevlar reinforced cord
- Comfortable all day long
- Hearing protection with Jabra SafeTone

depending on variant

UC Voice Series

- Connects to a softphone for UC and VoIP calls
- Plug-and-play USB connectivity
- Superior sound with HD Voice to ensure clarity of conversations
- Noise-cancelling microphone filters unwanted background noise for clearer calls and less repetition
- Jabra PeakStop protects hearing from sudden sound spikes to provide safety on calls
- Fast user adoption driven by ease of use due to inline call-control unit attached to the cord
- Padded headband provides user comfort and allows for all day-wear
- All versions as Mono or Duo options (UC Voice 250 Mono only)

UC VOICE 150

UC VOICE 250

UC VOICE 550

UC VOICE 750

PRO 900 Series

- Deskphone (Jabra PRO 920) or softphone / UC platform (Jabra PRO 930) options available
- Lightweight, simple and intuitive design
- Superior sound with HD Voice to ensure clarity of conversations
- Superior hearing protection with Jabra SafeTone, to provide safety when on calls and comply with Control of Noise at Work
- Fast charge: 50% charge in 50 minutes
- 8 hours talk time (PRO 920)
  6 hours talk time (PRO 930)
- On-device call control and volume levels for ease of use when away from the base unit
- Choice of wearing styles: headband, earhook or neck band

PRO 9450

- Connects to a desk phone, softphone or mobile phone
- Superior sound with HD Voice to ensure clarity of conversations
- Superior hearing protection with Jabra SafeTone, to provide safety when on calls and comply with Control of Noise at Work
- Control every phone from one touch pad and can answer any call from the same headset
- Wearing styled: fully adjustable headband, Ear hook or Over the ear.
- Up to 4 headsets can be joined to one base at the same time for conferencing call purposes
- Supports Electronic Hook Switch, making it possible to answer/end calls to a desktop phone directly from the device
- Charges in 120 minutes
- Standby up to 38 hours

PRO 9460 / 9470

- Connects to a desk phone, softphone or mobile phone
- Superior sound with HD Voice to ensure clarity of conversations
- Microphones with Noise Blackout have an aggressive noise filter coupled with two microphones utilizing Digital Signal Processing (DSP) software to remove noise
- Superior hearing protection with Jabra SafeTone, to provide safety when on calls and comply with Control of Noise at Work
- Control every phone from one touch screen and can answer any call from the same headset
- Wearing styled: fully adjustable headband, Ear hook or Over the ear.
- Up to 4 headsets can be joined to one base at the same time for conferencing call purposes
- Charges in 120 minutes
- Standby up to 38 hours

9470 only

SUPREME UC

- Connects to a soft phone and mobile device
- Multiuse allows two Bluetooth devices to be connected simultaneously
- Superior sound with HD Voice to ensure clarity of conversations
- Active Noise Cancellation removes ambient noise for the headset user
- Noise Blackout 3.0 significantly reduces background noise
- Voice Control and Voice Guidance for hands-free operation
- Flip-Boom arm, making it easy to activate, carry and stow away

MOTION UC

- Superior sound with HD Voice to ensure clarity of conversations
- Noise-cancelling microphone technology filters out background noise for clearer calls and less repetition
- Superior hearing protection with Jabra SafeTone, to provide safety when on calls and comply with Control of Noise at Work
- Wind noise protection for clear calls outdoors
- Up to 7 hours talk-time and 15 days standby
- Height adjustable and rotatable speaker house for custom fit and comfort
- Power Save mode saves battery when not in use to avoid constant charging
- Stream music, podcasts and GPS directions with A2DP
- Choose between soft travel pouch variant, (Jabra MOTION UC) or hard case variant, (Jabra MOTION UC+), which converts to desk charging dock

SPEAK 410

- Connects to a softphone
- Ideal for one-to-one and small-group conference calls
- Superior sound with HD Voice to ensure clarity of conversations
- 360° microphone picks up sound anywhere within the room
- Slim and compact design with a travel case included, for portability when on the move
- User-friendly call controls for ease of use
- Just add a headset for private calls, if required
- Plug-and-play USB connectivity, no drivers to install

SPEAK 510

- Connects to a softphone, smartphone, tablet or headset
- Also connects wirelessly to tablets and smartphones via Bluetooth
- Ideal for one-to-one and small-group conference calls
- Superior sound with HD Voice to ensure clarity of conversations
- 360° microphone picks up sound anywhere within the room
- Up to 100m of wireless freedom allows for productivity when on calls
- Slim and compact design with a travel case included, for portability when on the move
- User-friendly call controls for ease of use
- Just add a headset for private calls, if required
- Up to 15 hours talk-time[1] to ensure no conference call is missed
- Plug-and-play USB connectivity, no drivers to install

Dongle included with 510+

Encore Pro

- Wideband audio for clearer conversations
- Ultra noise-cancelling microphone filters out background noise
- Low-sitting extendable microphone enables optimal mic positioning
- Reinforced, lightweight headband provides strength and durability
- Plush leatherette ear pads allow for hours of comfortable wear
- Elegant satin finish and featherweight design
- Quick Disconnect cord lets users walk away from their phones without removing the headset
- DA45 USB Adapter provides:
  - Plug-and-play USB connectivity for fast, simple setup
  - Easily accessible call controls, including call answer/end, mute volume +/-

Blackwire 300

- Intuitive, inline controls let you answer/end, mute and control the volume of PC calls with ease
- Smartly-placed indicator lights and helpful audio alerts give call, mute and volume status
- Simple plug-and-play USB connectivity
- Lightweight metal headband offers durability and a customisable, comfortable fit
- Convenient wearing styles available: hi-fi stereo or monaural design
- Wideband delivers heightened speech clarity, providing the best possible PC audio quality
- Dynamic EQ feature automatically adjusts audio for voice or multimedia use
- Noise-cancelling microphone reduces background noise
- Enhanced digital signal processing (DSP) provides more natural-sounding voice

Blackwire 435

- Modular design gives end users a choice of mono or stereo audio options and wearing styles
- Low profile design
- Durable, portable design easily tucks into travel case
- Call controls at your fingertips; call answer/end, mute, volume +/-
- Noise-cancelling microphone reduces background noise
- Wideband delivers heightened speech clarity, providing the best possible PC audio quality
- Unparalleled call clarity, dynamic EQ stereo to adjust automatically for voice and multimedia use
- Enhanced Digital Signal Processing (DSP) provides more natural sounding voice

Blackwire 500 Series

- Smart Sensor™ technology knows whether to send calls to mobile phone or headset
- Motion sensors: put it on to answer a call
- Mono (Blackwire 510) or Duo (Blackwire 520)
- Wideband for best PC audio telephony
- Dynamic EQ stereo automatically adjusts for voice and multimedia use
- Noise-cancelling microphone filters out background noise
- Enhanced digital signal processing (DSP) technology provides more natural voice sound
- SoundGuard technology provides protection against audio spikes
- Folds flat and tucks into carrying case for use on the go
- Call controls at your fingertips; call answer/end, mute, volume +/-
- Connection to a desk phone via MDA200 accessory

Blackwire 700 Series

- Versatile UC headset that offers high-quality PC audio and seamless Bluetooth connectivity to mobile phones and tablets
- Smart Sensor™ technology answers a call by simply putting on the headset, or pause mobile device media playback by taking it off
- PC wideband, noise-cancelling microphone and hi-fi stereo sound (C720)
- Media streaming from a mobile device (A2DP)
- Dynamic EQ automatically optimises sound quality
- A detachable cable and integrated clothing clip provide in-office mobility with up to 10 hours of talk time.
- Ear cushions fold flat for storage in the durable, portable carrying case
- Call control across multiple softphones
- Battery meter conveniently displays headset battery life remaining in PC icon tray
- UC presence automatically updated when on a call; not only on PC calls, but also when on mobile calls (currently Microsoft Lync and Skype)

Durable, metal headband
Fold flat for easy storage
Ultra-soft ear cushions
Lights let colleagues know when you are on a call
Detachable USB cable
Inline controls

Savi Go

- One-touch multifunction call control for call answer/end/volume adjust/mute controls on one button
- Seamlessly switch between calls on your mobile phone and those received through your PC
- Wideband Audio
- In-use indicator light: Button lights up when phone is in use
- Extended boom with noise-cancelling microphone for clearer calls
- Convertible wearing styles (over-the-head or easy-fit ear loop) for customisable comfort and fit
- UC presence automatically updated when on a call

Savi 430

- DECT technology built-in to the USB adapter
- Wideband audio
- Excellent battery life with adaptive power usage for extended talk time.
- The DECT USB adapter has 180° articulation for optimal positioning & storage
- Call controls, including remote call answer/end with supported softphones
- Digital Signal Processing provides more natural voice sound
- Advanced wideband audio using *CAT-iq technology for high definition voice quality
- SoundGuard™ technology mitigates audio spikes
- Conference in up to three additional Savi headsets on a call for improved efficiency
- Noise-cancelling microphone filters out background noise
- UC presence automatically updated when on a call

Savi W440

- The world's first convertible DECT wireless headset system for mobile centric professionals using PC softphones and multimedia.
- World's Lightest DECT headset weighing only 22gm
- Ear loop, neckband or headband wearing styles
- Intuitive buttons for simple volume adjustment, dedicated mute functionality and call answer / end
- Easy magnetic docking to ensure headset is properly docked and charging
- UC presence automatically updated when on a call
- *Unlimited talk time using hot swappable batteries

Savi 700 Series

- Connects to a desk phone, softphone or mobile phone
- Automatically routes mobile calls to the mobile phone or headset
- Transfer audio between headset and mobile phone with a press of a button to take the mobile call out of the office
- Headset answer/end/mute/flash control across multiple softphones
- UC presence automatically updated when on a mobile or desk phone calls
- Battery meter conveniently displays headset battery life remaining in PC icon tray
- *Talk time:
  - W710, W720 - up to 9 hours
  - W730 - up to 6 hours
  - W740 - up to 7 hours
  - W745 - unlimited

Over-the-ear

Over-the-head

Convertible

Desk phone talk
Mobile Talk
Softphone Talk

W475

Hot swappable batteries

W710/720-M

W730-M

Voyager Pro HD

- Smart Sensor™ technology knows whether to send calls to mobile phone or headset
- Motion sensors: put it on to answer a call
- Eliminates accidental dialling by locking call button when headset is not worn
- Pauses streaming audio for calls or when the headset is taken off
- Plantronics MyHeadset™ app gives you tips, tricks and tools for Android-based phones
- On-screen battery meter for iPhone and Android 3.0 or higher smartphones
- Experience brilliant, HD streaming audio plus natural, clear calls
- UC presence automatically updated
- Voice alerts announce talk time, volume, connection and more
- Ergonomic all-day fit
- Triple tap of Call button dials Vocalyst™ voice and text service
- Two noise-cancelling microphones on a boom

Put headset on answers a call

Comfort-tested for extended wear

HD Audio and 3 eartip sizes

Two-noise cancelling mics

USB Bluetooth Mini-adapter

Voyager Legend

- Tap the Voice button on the mic boom and use voice control to check battery level, connection status, and more. Ask "What can I say?" to hear a list of voice command options
- Accesses contact details in phone to announce who's calling and then waits for "Answer" or "Ignore"
- Plantronics' best noise and wind cancelling formula: 3 mics + 3 layers of wind protection
- Smart Sensor™ technology knows whether to send calls to mobile phone or headset
- Eliminates accidental dialling by locking call button when headset is not worn
- Protected against sweat and moisture damage by P2i technology
- Motion sensors: put headset on to answer a call and pauses streaming audio for calls or when the headset is taken off
- Plantronics MyHeadset™ app gives you tips, tricks and tools for Android-based phones
- On-screen battery meter for iPhone and Android 3.0 or higher smartphones

Calisto 240

- A handset design and phone features, ideal for PC telephony users who are in the office or on-the-road and prefer a familiar phone interface
- An easy-to-use-dial pad and call answer/end, volume and mute controls enable seamless PC call management
- LCD screen for easy call ID viewing and menu navigation
- Wideband and noise-cancelling microphone offer the best PC audio available
- Built-in, full duplex personal speakerphone offers a high quality audio experience and hands-free convenience
- Slim, portable design easily fits into laptop bag
- Powered by USB, no batteries are required
- Includes protective carrying pouch

Calisto 620

- Portable wireless UC speakerphone that instantly transforms a laptop or smartphone into a high-quality conferencing device
- Small and lightweight
- Simplify call management with an easy interface for answer/end, mute and volume
- High-quality travel case
- 360° full duplex audio and Bi-directional microphones that activate in the direction of the speaker's voice
- PC wideband audio and Digital Signal Processing (DSP) reduce drop-outs and echo with Acoustic Echo Canceller
- Integrated A2DP allows streaming media from a mobile device
- Battery meter conveniently displays headset battery life remaining in PC icon tray
- Headset control panel allows for customisation of settings, including call notification and related options
- UC presence automatically updated when on a PC or mobile call (Microsoft Lync and Skype)

Calisto 830

- Connects and seamlessly switches between calls from PC, mobile and home phone (analogue connectivity available)
- A 2.4" colour display and a touch-sensitive dial pad for easy caller ID viewing, dialling, answering, switching and muting across devices
- For privacy, use with Bluetooth or corded headsets/ headphones (3.5 mm)
- Premium, rich-sounding full duplex speakerphone
- Wideband audio coupled with advanced noise cancellation technology
- Wireless microphone offers unparalleled voice transmission and freedom of movement (sold separately)
- Remote answer/end/mute control
- Enables 360-degree small group conferencing when placed flat on a table

ID Viewing via colour display
plantronics
Private calls via bluetooth or headphones
Wireless Microphone with remote controls

DW Pro 1 and 2

- Unique Premium Design – Crafted for comfort
- High Comfort Wearing Style with perfect adjustment for the ear for a full day wearing comfort
- Intuitive User Interface – Mute microphone and adjust volume up or down
- Full Workday Talk Time – 8 hours in wideband sound mode and 12 hours in narrowband sound mode
- Intelligent Fast Charging – 50% in 20 minutes gives you 4 hours talk time
- Long Distance Wireless Range – Up to 55 m in typical office building. Up to 180 m in line of sight
- Protected Hearing – ActiveGard™ technology protects against acoustic shock and sudden sound surges
- Desk Phone & Softphone – Switch from one communication channel to the other. One touch on the base station to select the channel
- Intuitive & Easy pairing – For desk sharing and phone conferencing
- GAP compatible (Headset)

Ultra noise-cancelling microphone

DW PRO 1

Fast charging
50% in 20 mins

DW PRO 2

DW Office

- 8 hours in wideband sound, 12 hours in narrowband sound
- Intelligent fast charging – 50% in 20 mins for 4 hrs talk time
- In typical office building: Up to 55m and in line of sight: Up to 180m
- ActiveGard™ technology protects against acoustic shock and sudden sound surges
- Noise-cancelling microphone
- Desk phone & softphone – Switch from one communication channel to the other. One touch on the base station to select the channel you wish to call from
- Intuitive and Easy pairing for desk sharing and phone conference
- GAP compatible
- Mechanical handset lifter accessory HSL 10 available
- Softphone Call Control Software "HeadSetup" included on CD
- Automatic acoustic shock prevention with ActiveGardTM
- EU/AU limit through DIP-switch
- Nameplate for headset personalisation
- Headset Autolink switch on basis station

Fast charging - 50% in 20 mins

CIRCLE™ Series - SC 230 and SC 260

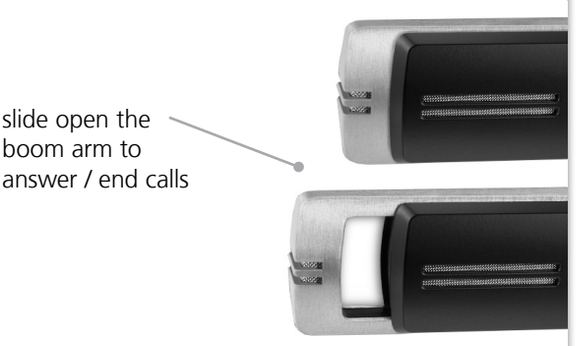
SENNHEISER

- Best-in-class comfort – CircleFlex patent-pending dual-hinge ear cup system that adapts seamlessly to your ears, for instant perfect fit and relaxed all-day wearing
- Noise-canceling microphone – filters out ambient noise for optimum speech clarity
- Unique robust construction
- Single-sided wearing style – numbered headband grooves for step-by-step adjustment for instant perfect fit
- Durability– metal reinforced headband designed for years of wearing pleasure
- Sennheiser HD Voice Clarity with wideband sound
- Bendable boom arm – ensures microphone position is always optimal. Cannot be twisted out of position
- Pivotable boom – rotates through 350 degrees for wearing flexibility on right or left ear and precision microphone placement
- Name tag personalisation – easy user ID helps to avoid wearing a neighbour's headset
- ActiveGard™ –technology protects you from acoustic shock and sudden sound surges

Presence UC

SENNHEISER

- WindSafe™ technology reduces wind noise
- PRESENCE™ automatically adapts to environmental differences to provide you with HD sound while reproducing your voice clearly for your listener
- ActiveGard™ –technology protects you from acoustic shock and sudden sound surges
- Seamlessly switch between softphone and mobile calls
- Comes with a carrying case for headset, dongle and USB charging cable



SH Series

- Sennheiser Voice Clarity - wideband sound for a more natural experience
- Ultra noise cancelling microphone filters out ambient sounds for clearer speech
- Precision positioning: 300° adjustable microphone boom for personalised mic placement and wearing flexibility on right or left side
- Headband adjustable on both sides for balanced fit
- ActiveGard® technology protects against acoustic shock and sudden sound surges

CC Series

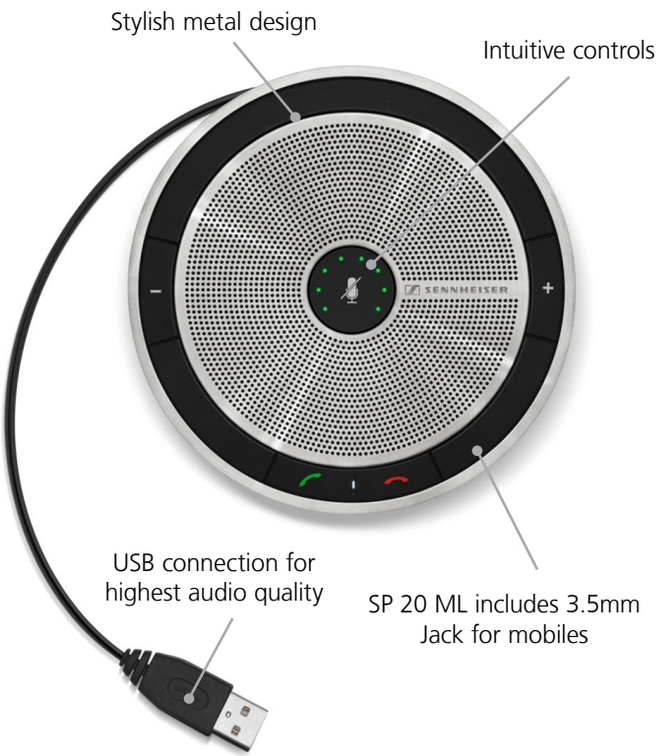
- Sennheiser Voice Clarity - wideband sound for a more natural experience
- Ultra noise canceling microphone filters out ambient sounds for clearer speech
- Precision positioning: 300° adjustable microphone boom for personalised mic placement and wearing flexibility on right or left side
- Extra comfort: Generous padding on the headband and earpad(s)
- ActiveGard® technology protects against acoustic shock and sudden sound surges

Century™ Series - SC 630/660 USB CTRL

- Premium designed headset optimised for flexibility
- Sennheiser voice clarity
- Optimum speech clarity through noise cancelling microphone
- ActiveGard® acoustic shock protection
- Built-in call control unit for quality-conscious contact center, office and UC professionals
- 90° foldable brushed aluminum ear cups
- Large leatherette ear pads for perfect wearing comfort

SP 10 / SP 20

- Sennheiser's renowned high definition audio quality in a stylish, low profile speakerphone with an eye-catching design
- Sennheiser voice clarity, echo cancellation and dual talk function ensure a cleaner sound and a more natural conversation flow
- USB cable to PC
- 3.5 mm jack plug to mobile phone or tablet (SP 20 only)
- Easy to use, clear microphone mute button, call and volume controls – plus practical and convenient cable management system.
- Tailored carry pouch for convenience and protection
- Sound-enhancement profile for music
- Reddot award 2014 and IF product design award 2014



Management

Systems Status Application - SSA

Diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems.

REAL-TIME CALL STATUS INFORMATION

REAL-TIME VIEW OF SYSTEM RESOURCE SUCH AS VCM OR VM PORTS

QOS INFO FOR IP TRUNKS (SCN, H.323, SIP)

COMPLEMENTS SNMP AND EMAIL ALARMS

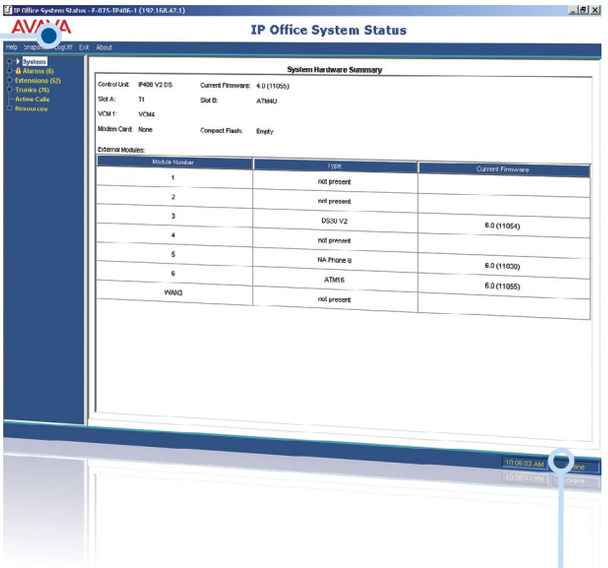
EVENT TRACES PER CALL/TRUNK/EXTENSION

REPLACES 'CALL STATUS' APPLICATION AND COMPLEMENTS MONITOR APPLICATION

ALARMS, TRUNK UTILISATION AND ERROR HISTORIES

ALARMS STORED IN IP OFFICE

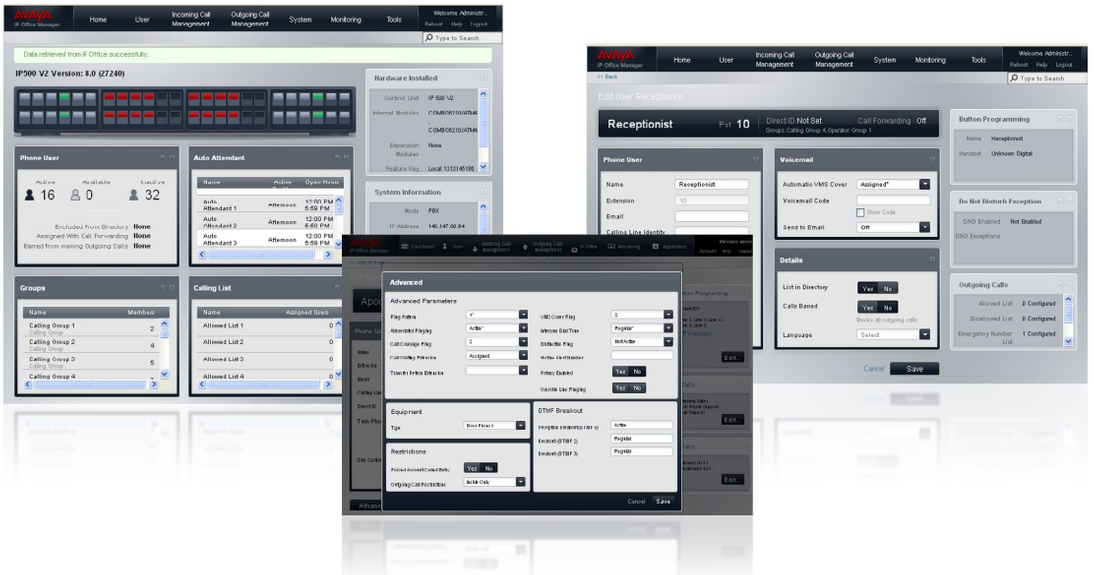
No need for local PC



INCLUDED AS STANDARD

IP Office Web Manager

Intuitive and user-friendly browser-based management tool designed to simplify installation & maintenance processes for IP Office.



Avaya Video

Conference Room Systems

Scopia HD (high definition) video conferencing room systems incorporate the latest state-of-the-art video technology with capabilities mandatory for today's room system deployments.

SCOPIA XT5000 WITH IP OFFICE

- Highly secure business quality video
- Works with room systems
- Robust mobile client capabilities
- Incremental revenue via expanded, high-margin UC offer
- Quick & easy to sell, install and service
- Re-energise your customer base with an upgrade trigger

- Essential Edition or higher
- IP Office 8.1FP1 (SP3)
- Registers as Avaya SIP endpoint, no 3rd party SIP licence needed
- IP Office video soft client not supported

SCOPIA XT5000

- Intuitive and easy-to-use
- Enhanced with Scopia Control for Apple iPad
- Second video stream (additional camera or data sharing)

Screen not included

PTZ CAMERA

- Dual 1080p/60fps live video and content
- 10x optical zoom (40x digital)
- Wide-angle capability (for details or entire group)

CD-QUALITY, 20 KHZ AUDIO

3-WAY BEAM FORMING DIGITAL MICROPHONE

Isolates the speaker from the noise

SIMULTANEOUS H.264 HIGH PROFILE AND SCALABLE VIDEO CODING (SVC)

EMBEDDED 9-WAY MULTI-PARTY MCU

SCOPIA XT MEETING CENTER

SINGLE OR DUAL 55" 1080P DISPLAYS IN A SPECIALLY DESIGNED CART

POWERED BY SCOPIA XT5000

SCOPIA XT4200

Offers outstanding value and cost-effective HD video communications specifically designed for the needs of smaller and mid-sized conference rooms, as well as customers who don't require all the high-end features offered in the Scopia XT5000.

WIDE-ANGLE PTZ CAMERA

720p/60fps 5x optical zoom

DUAL 720P/60FPS LIVE VIDEO AND CONTENT (H.239)

DUAL DISPLAY SUPPORT

H.264 HIGH PROFILE + SCALABLE SVC

20 KHZ CD-QUALITY AUDIO

OPTIONAL SCOPIA CONTROL FOR APPLE IPAD

SCOPIA XT1200 ROOM SYSTEM

WIDE-ANGLE CAMERA

- 720p/60fps or 1080p/30fps
- 10x optical zoom (40x digital)

3-WAY BEAM FORMING DIGITAL MICROPHONE

20 KHZ CD-QUALITY AUDIO

OPTIONAL SCOPIA CONTROL FOR APPLE IPAD

OPTIONAL 4 OR 9 PORT EMBEDDED MCU

2 SIMULTANEOUS 1080P/30FPS VIDEO CHANNELS

H.239 DATA COLLABORATION @ 1080P/30FPS

SECOND VIDEO STREAM

Additional camera or PC (30fps data and content sharing)

SCOPIA XT TELEPRESENCE PLATFORM

- Lifelike, immersive experience
- Customisable to the unique requirements of individual rooms and customer needs
- Cost-effective

3 SONY EVI HD7 CAMERAS

PRECISE CAMERA CALIBRATION AND SETUP PROGRAMME

20 KHZ CD-QUALITY AUDIO

3 SIMULTANEOUS 1080P/30FPS VIDEO STREAMS

FULL HD 1080P VIDEO

MARKET LEADING INTEROPERABILITY

Combined with the Scopia Elite MCU

INTUITIVE APPLE IPAD CONTROL

H.239 DATA COLLABORATION @ 1080P/30FPS

SCOPIA CONTROL

Apple iPad application for control of Scopia XT room systems and telepresence:

- Highly intuitive user interface
- Cost-effective (no need for an expensive, proprietary device)
- Integrated conference room calendar and enterprise directory, making it easy to join meetings and invite others

MODERATE MEETINGS

- View participants list
- Change video layouts
- Mute noisy users
- Start presentations

DATA COLLABORATION WITH REVIEW

- H.239 content (e.g. presentations)
- Review content without interrupting presenter

TOUCH TO CALL

Integrated corporate directory, IP address, E.164 or SIP URI

SELECT VIDEO SOURCES

CONTROL CAMERA PTZ

START OR STOP RECORDING AND STREAMING

EXAMINE STATISTICS FOR TROUBLESHOOTING

Desktop Video Communications

SCOPIA XT EXECUTIVE 240

All-in-one desktop video conferencing system and PC display

HD CAMERA

24-INCH FULL HD LED DISPLAY

16:9, 1080p

2 SIMULTANEOUS CHANNELS

720p camera (optional 1080p) + 1080p H.239 content

H.264, H.264 HIGH PROFILE, H.264 SVC VIDEO

OPTIONAL 4 PORT EMBEDDED MCU

ECHO CANCELLING MICROPHONE

WIDEBAND AUDIO, AUTOMATIC GAIN CONTROL AND NOISE SUPPRESSION

SCOPIA DESKTOP CLIENT

Extends a room system application to remote and desktop users for voice, video and data communications

- Standards-based video conferences up to 28 participants
- Connects to telepresence and UC clients through Scopia infrastructure
- Microsoft Office and IBM Lotus Notes integration
- PC and Mac support
- Centrally managed, distributed and deployed without complex licensing fees or installation issues
- Automatic firewall traversal allows anyone to participate regardless of where they are

SIMPLE WEB BROWSER PLUG-IN

- View participants list
- Change video layouts
- Mute noisy users
- Start/stop recording and streaming
- Examine statistics for troubleshooting

HD VIDEO UP TO 720P

H.264 SVC

H.239 CONTENT

REVIEW MATERIALS WITHOUT INTERRUPTING PRESENTER

Mobile Communications

SCOPIA MOBILE

Enterprise-grade mobile video application enabling HD video conferencing and data collaboration with the nearly two million installed standards-based video conferencing and telepresence systems worldwide.

- Standards-based video conferences up to 28 participants
- Connects to telepresence and UC clients through Scopia infrastructure
- Available for Android and Apple iOS (smartphones and tablets)
- Mobile Broadband and Wi-Fi Capable (NetSense bandwidth prediction and adaptation)

H.239 CONTENT

REVIEW MATERIALS WITHOUT INTERRUPTING PRESENTER

EASY MANAGEMENT:

- View participants list
- Change video layouts
- Mute noisy users
- Start/stop recording and streaming
- Examine statistics for troubleshooting

JOIN THROUGH EMAIL LINK OR MOBILE CALENDAR

ADVANCED ENTERPRISE DIRECTORY INTEGRATION

Video Management

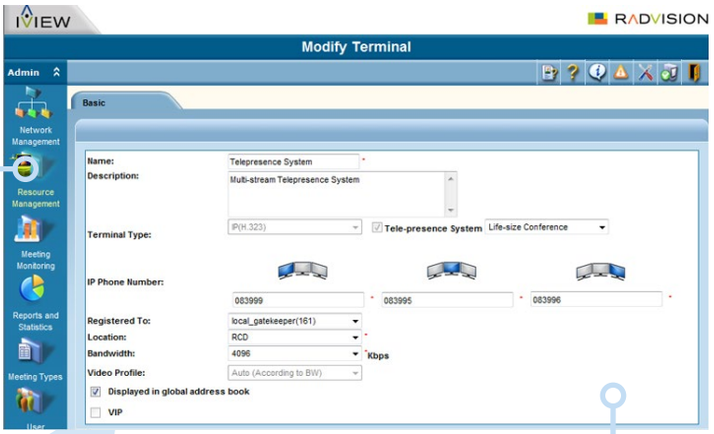
SCOPIA MANAGEMENT SUITE

Single access point for managing all video conferencing devices including third-party endpoints, infrastructure devices such as MCUs and gateways, and call control applications such as gatekeepers and SIP agents:

- Avaya , Cisco/Tandberg, LifeSize, Polycom and Sony endpoint management
- Supports both distributed and centralised deployments
- Multi-tenant for service providers
- Integration with:
  - Microsoft Active Directory, Outlook, Lync
  - IBM Lotus Domino, Notes and Sametime

MONITOR, REMOTELY CONFIGURE, CONTROL AND UPGRADE DEVICES

EASILY MAINTAIN AND DISTRIBUTE ENDPOINT VIDEO ADDRESS BOOKS



CONVENIENT SCHEDULING AND RESOURCE RESERVATION

"VIRTUAL MCU"

High scale, distributed deployments with virtual conferencing rooms

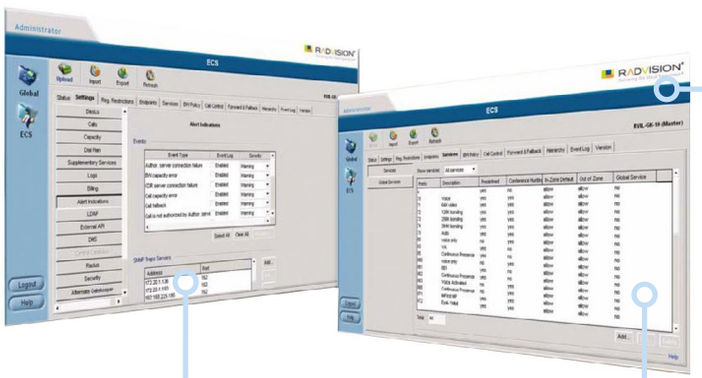
SIMPLE AND COMPREHENSIVE VISUAL REPORTS

MANAGE AND MONITOR VIDEO NETWORK TO ENSURE EFFICIENT BANDWIDTH UTILISATION

SCOPIA ECS GATEKEEPER

ECS provides gatekeeper functionality and everything required to simply and easily define, control, and manage voice, video and data traffic over IP networks – no matter how large or complex:

- Ensures optimal bandwidth utilisation to deliver carrier-grade, best quality call completion and collaborative video communications over any network and any protocol.
- Built for service provider reliability with hot standby functionality for delivering 7x24 service



FULL H.323 GATEKEEPER

SUPPORTS UP TO 2,000 CALLS AND 10,000 SEATS

ADVANCED CALL FALLBACK

CREATES EASY PSTN-LIKE DIALLING FOR VIDEO CONFERENCING

CALL FORWARDING POLICIES PER DIALLED NUMBER

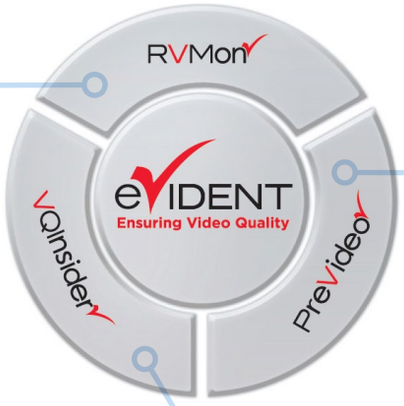
eVIDENT

Intelligent monitoring solution composed of three applications:

- Real-time voice and video monitoring
- Quality measurement and analysis
- Proactive improvement of call quality

REAL TIME QOE MONITORING

Continuous collection and analysis of audio and video metrics throughout the entire installation



DETERMINE IMPACT OF VIDEO

Emulates video systems and can simulate hundreds of calls simultaneously

IN-DEPTH MEASUREMENT AND ANALYSIS OF USER EXPERIENCE

Determines cause of quality issues and improvement options based on detailed reports from non-intrusive examination of network and audio/video codec parameters

Video Infrastructure

SCOPIA ELITE 6000 SERIES MCU

Hybrid architecture with powerful video accelerator components to deliver unmatched density and minimise the power and rack space required.

HD CONTINUOUS PRESENCE UP TO 1080P/60FPS

DUAL 1080P/60FPS FOR VIDEO AND CONTENT

H.264 HIGH PROFILE AND SVC

INTEROPERATES WITH MAJOR VENDORS' H.323 AND SIP VIDEO ENDPOINTS

Including multi-stream telepresence connectivity

TELEPRESENCE INTEROPERABILITY

May also require TIP Gateway

UP TO 28 PARTICIPANTS

24 VIDEO LAYOUTS

ON-SCREEN INTERACTIVE CONTROL + INFO OVERLAY

PANORAMIC LAYOUTS ENABLE TRADITIONAL VIDEO SYSTEM INTEROPERABILITY WITH IMMERSIVE TELEPRESENCE APPLICATIONS

VIDEO AUTO ATTENDANT

DEDICATED PROCESSING FOR EVERY CONNECTION

CONNECT WITH UC PLATFORMS VIA SCOPIA INFRASTRUCTURE

SCOPIA ELITE 5000 SERIES MCU

Can be configured for a range of HD continuous presence ports to suit a variety of applications and budgets

HD CONTINUOUS PRESENCE AND SWITCHED VIDEO

H.264 @ 1080p/30fps

H.264 SVC

120 VIDEO CONFERENCING PORTS PER SYSTEM

FULL SUITE OF AUDIO/VIDEO CODECS INCL. TRANSCODING

TELEPRESENCE INTEROPERABILITY

DYNAMIC RESOURCE ALLOCATION

4X DYNAMIC CAPACITY OPTION FOR ENHANCED DEFINITION ENDPOINTS

Maximises capacity for mixed endpoint environments without configuration changes

UNEQUALLED SCALABILITY THROUGH PATENTED, DISTRIBUTED MULTIPOINT CONFERENCING

UP TO 28 PARTICIPANTS

24 VIDEO LAYOUTS

ON-SCREEN INTERACTIVE CONTROL + INFO OVERLAY

VIDEO AUTO ATTENDANT

SCOPIA TIP GATEWAY

Scopia Elite MCUs in conjunction with the Scopia TIP Gateway provide a truly interoperable, multi-vendor, multi-stream immersive telepresence conferencing solution. This enables multi-party communications between different vendor's telepresence systems in addition to standards-based video conferencing endpoints.

36 TELEPRESENCE SEGMENTS MAXIMUM

CODECS – G.711, G.722, G.722.1, MPEG4 AAC-LD

HD CONTINUOUS PRESENCE UP TO 720P 30FPS

GIGABIT ETHERNET (RJ-45)

100 - 240VAC, 50/60HZ AUTO-SWITCHED, 350W, 3A

CONTENT SHARING: H.264, UP TO XGA

TELEPRESENCE INTEROPERABILITY

CONNECTS TO STANDARDS-BASED VIDEO CONFERENCING SYSTEMS AND LEADING UC CLIENTS

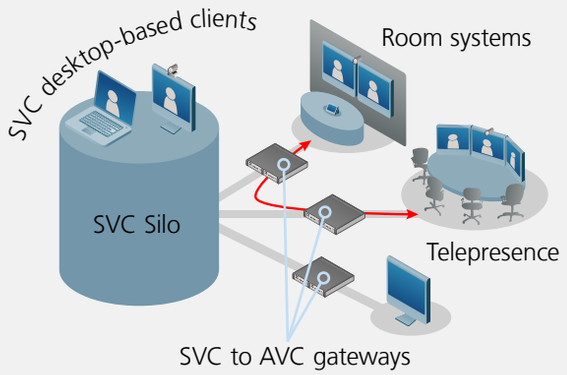
UP TO 12MBPS VIDEO BANDWIDTH

ANY MIX OF VIDEO SEGMENTS

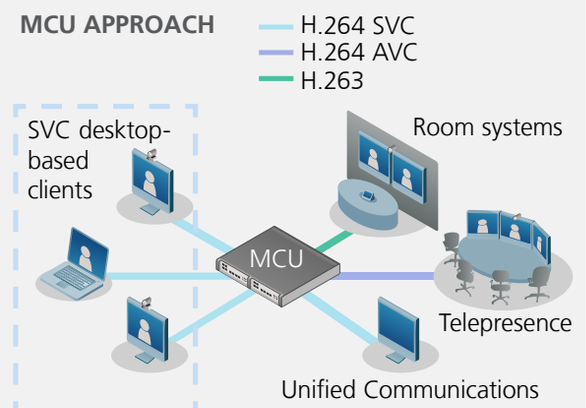
TELEPRESENCE, HD & SD SYSTEMS IN SAME CONFERENCE

OPTIMISED SYSTEM LAYOUTS

GATEWAY APPROACH



MCU APPROACH



SCOPIA PATHFINDER FIREWALL TRAVERSAL

Complete firewall and NAT traversal solution enabling secure connectivity between enterprise networks and remote sites

BUILT ON A HARDENED LINUX OPERATING SYSTEM

Including access control, AES encryption and client authentication

CAN BE INSTALLED ON ANY STANDALONE COMPUTER IN THE NETWORK

EASILY DEPLOYED IN THE DMZ

ALLOWS SEAMLESS INTEGRATION WITH EXISTING VIDEO CONFERENCING SYSTEMS AND INFRASTRUCTURE COMPONENTS

ONE PATHFINDER CLIENT SUPPORTS MANY ENDPOINTS, EASILY CONFIGURED FOR HIGHER CAPACITY AND BACKUP

NO CHANGES REQUIRED TO DIAL PLANS OR E.164 NUMBERS IN THE CONFERENCING APPLICATION

SUPPORTS UP TO 80 CONCURRENT CALLS AND 480 REGISTERED DEVICES

H.460 COMPLIANT

Including support for multiplexed media

WORKS WITH ANY FIREWALL, H.323 ENDPOINT AND GATEKEEPER

Solves near and far-end firewall traversal issues and maintains existing security measures

SCOPIA VIDEO GATEWAY FOR MICROSOFT LYNC

Provides connectivity for Lync to standards-based video conferencing solutions, allowing users to realise the benefits of Lync in conjunction with their existing deployments of room-based video conferencing systems, telepresence systems and infrastructure.

UNLIMITED SCALABILITY WITH MULTIPLE GATEWAYS

PRESENCE DISPLAYED IN LYNC CONTACT LIST FOR ANY H.323 SYSTEM

MICROSOFT UC OFFICIALLY QUALIFIED

CONSISTENT LYNC EXPERIENCE

MICROSOFT RT VIDEO HD TRANSCODING

MICROSOFT A/V EDGE SUPPORT

UP TO 10 HD / 20 VGA / 40 CIF CALLS IN ANY COMBINATION

TLS AND SRTP FOR SECURITY

SIP GATEWAY

Extends the reach of IBM Sametime by providing connectivity and interoperability with standards-based video conferencing and telepresence systems and infrastructure.

Also enables connectivity with new visual communication solutions such as telepresence and video on mobile devices in support of BYOD initiatives.

- G.722, G.711 AUDIO
- H.264, H.263 VIDEO
- SIP ICE, IBM STUN / TURN, H.460 FIREWALL TRAVERSAL
- TLS, SRTP, H.235 AES ENCRYPTION BETWEEN SIP AND H.323 NETWORKS
- EACH SYSTEM SUPPORTS UP TO 60 CALLS
- UNLIMITED SCALABILITY THROUGH MULTIPLE GATEWAYS
- REMOTE WORKERS USING SAMETIME CAN EASILY CONNECT TO VIDEO CONFERENCING SYSTEMS ON THE CORPORATE NETWORK WITH FIREWALL AND NAT TRAVERSAL

SCOPIA GATEWAY

Provides seamless connectivity between different networks and standards to deliver feature-rich, reliable, multimedia conferencing and collaboration.

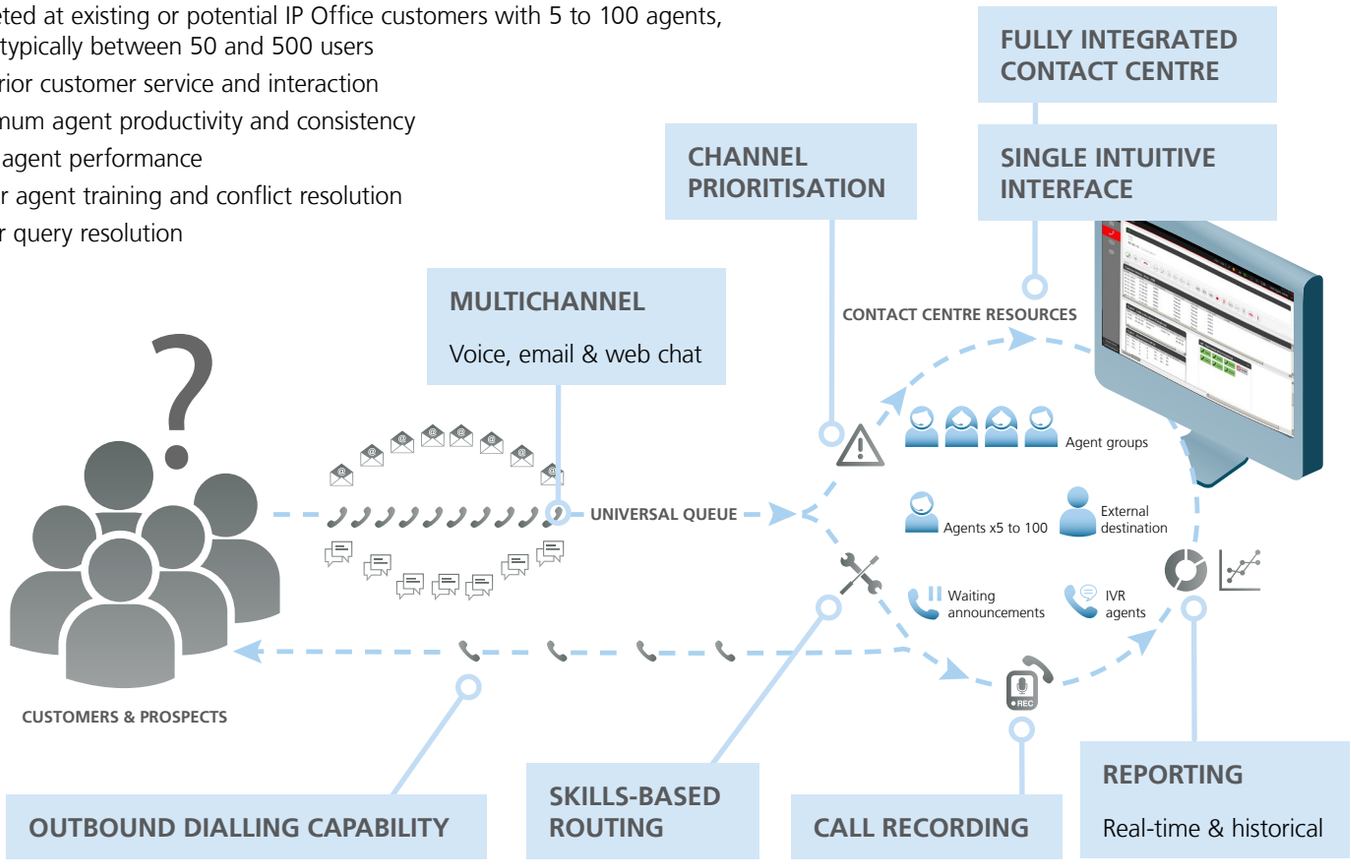
- CONNECTING IP VIDEO CONFERENCING NETWORKS WITH ISDN AND PSTN NETWORKS
- DISTRIBUTED OR CENTRALISED SCALABLE CONNECTIVITY
- AUTOMATIC RECOVERY OF CONNECTIONS AND RESOURCES
- HIGHLY COMPATIBLE WITH STANDARDS-COMPLIANT ENDPOINTS, GATEKEEPERS AND MCUS
- EASILY INSTALLED (PLUG AND PLAY)
- ISDN PRI MODELS SUPPORT UP TO 2 PRI T1/E1 AND UP TO 4 BRI
- V.35/RS-449/EIA-530/EIA-530A MODEL AVAILABLE
- H.323 OVER IP
- H.320 OVER ISDN OR V.35/RS-449/EIA-530/EIA-530A

Contact Centre

IP Office Contact Center

Multichannel contact centre functionality and simplicity for medium-sized companies where customer service is important

- Targeted at existing or potential IP Office customers with 5 to 100 agents, with typically between 50 and 500 users
- Superior customer service and interaction
- Optimum agent productivity and consistency
- High agent performance
- Better agent training and conflict resolution
- Faster query resolution



DEPLOYMENT

Pre-requisites:

- IP500v2 (R9.0.2)
  - Preferred Edition
  - Application Server with 2 HDD running VM Pro & Contact Recorder
- Server Edition (R9.0.2)
  - Server Edition licence
  - 2 x HDD or additional server for Contact Recorder (voice storage)
- Windows 2008 R2 or 2012 Rs2 OS Licence (if deploying in VMWare environment – VMWare ESXi5)

Fast and simple installation:

1. **COLLECT CUSTOMER DATA**
   e.g. Excel
2. **INSTALL IPOCC SOFTWARE**
3. **IMPORT CUSTOMER DATA**
4. **CUSTOMISE TO END-USER NEEDS**

CAPACITIES

- IP500v2 (R9.0.2)
  - Up to 30 active/logged-in agents
  - Up to 150 configured agents
- Server Edition (R9.0.2)
  - Up to 100 active/logged-in agents
  - Up to 500 configured agents
- 100% recording of all agent calls (when deployed with VM Pro and Contact Recorder)

SERVICES/IPOSS

IPOSS is mandatory for IPOCC and should be quoted with EVERY IPOCC solution.

CERTIFICATION REQUIREMENTS

SELL	INSTALL
1 x APSS for IPOCC	1 x ASPS in IPOCC

LICENCE REQUIREMENTS

AGENT (VOICE)

For all agents

OR

SUPERVISOR

For any user wishing to have Supervisor privilege

\+

AGENT (MULTICHANNEL)

For agents managing voice, email and chat

i Avaya contact centre solutions consistently named a leader in the Gartner Magic Quadrant for the last 14 years.

MARKET OPPORTUNITY

43% of opportunities are for 1 to 100 seats (MZA, Oct 2013)

$9.6B addressable commercial market with IP Office in Europe

IDEAL HEADSETS

Jabra® YOU'RE ON — BIZ 2400 SERIES, PRO 900 SERIES

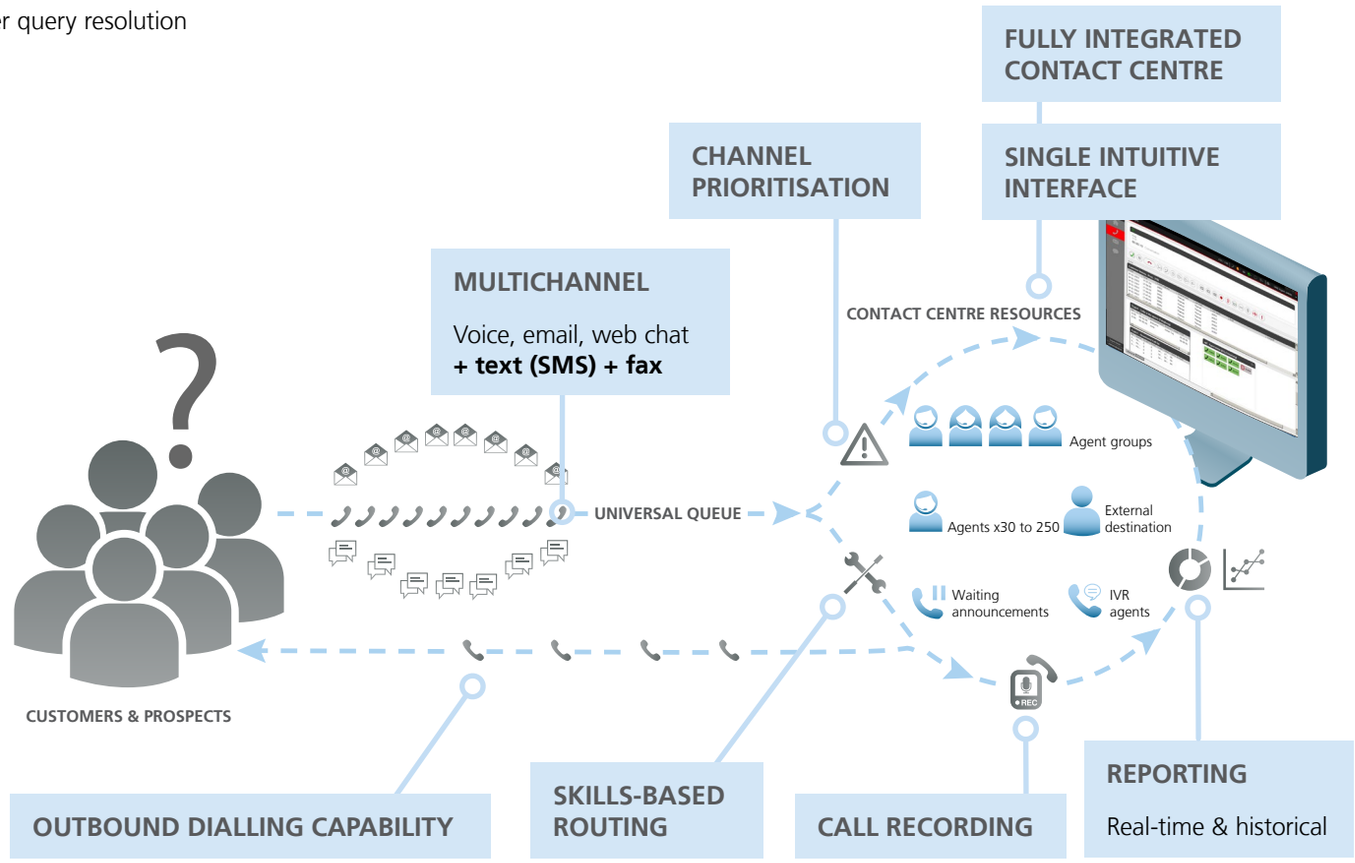
plantronics® — ENCORE PRO, SAVI 700

SENNHEISER — SC 630/660 USB CTRL, DW SERIES

Contact Center Select

Multichannel contact centre functionality for medium-sized companies where customer service is a key priority

- Targeted at existing or potential IP Office customers with up to 250 agents, with typically up to 2000 users
- Superior customer service and interaction across multiple channels
- Optimum agent productivity and consistency
- High agent performance
- Better agent training and conflict resolution
- Faster query resolution



DEPLOYMENT

Pre-requisites:

- UC Platform:
  - IP500v2 (R9.0.3) Preferred Edition
  - Server Edition (R9.0.3)

- Operating System:
  - Windows Server 2008 R2, 64 bit standard and enterprise editions
  - VMware vSphere platform with ESXi hypervisor ver 5.0/5.1/5.5

CAPACITIES

- IP500v2 (R9.0.3)
  - Up to 30 active/logged-in agents
  - Up to 1000 configured agents
  - Up to 30 supervisors
- Server Edition (R9.0.3)
  - Up to 250 active/logged-in agents
  - Up to 1000 configured agents
  - Up to 50 supervisors
- 100% recording of all agent calls (when deployed with VM Pro and Contact Recorder)

SERVICES/IPOSS

IPOSS is mandatory for ACCS and should be quoted with EVERY ACCS solution.

CERTIFICATION REQUIREMENTS

SELL	INSTALL
1 x APSS + 1 x APDS for ACCS	1 x ASPS in ACCS

LICENCE REQUIREMENTS

AGENT (VOICE)

For all agents

OR

SUPERVISOR

For any user wishing to have Supervisor privilege

\+

AGENT (MULTICHANNEL)

For agents managing voice, email and chat

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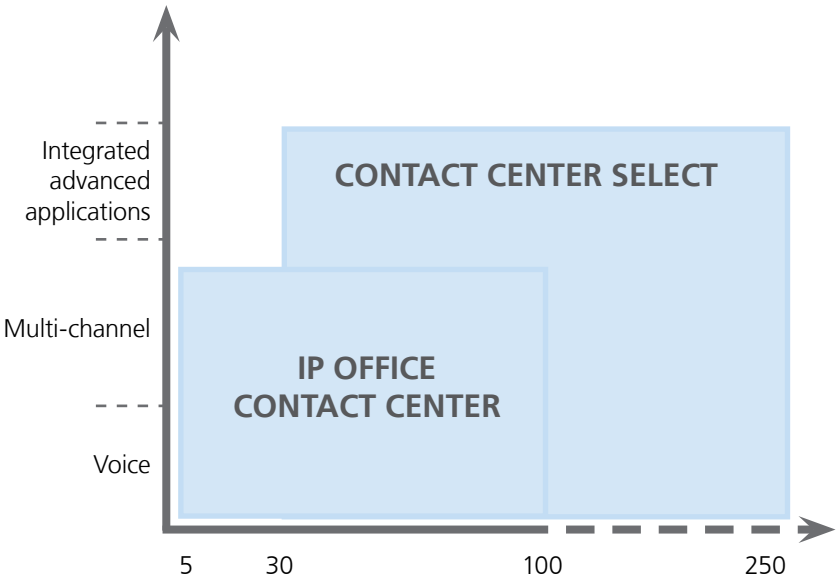
IDEAL HEADSETS

Jabra® YOU'RE ON — **BIZ 2400 SERIES**
PRO 900 SERIES

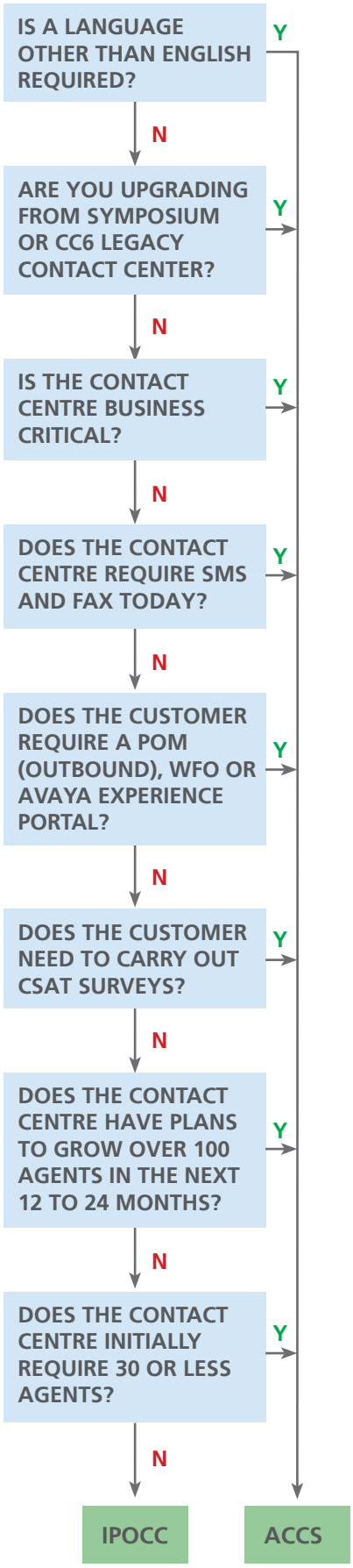
plantronics® — **ENCORE PRO**
SAVI 700

SENNHEISER — **SC 630/660 USB CTRL**
DW SERIES

Positioning contact centre solutions for IP Office



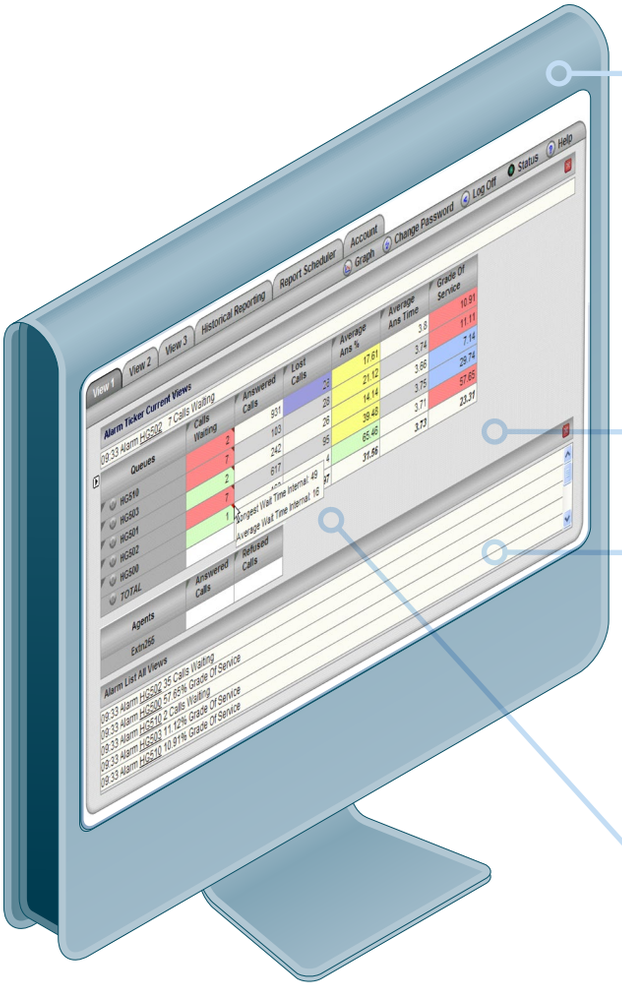
IP OFFICE CONTACT CENTER	CONTACT CENTER SELECT
Supporting the business	Key for the business
5 to 100 agents	30 to 250 agents
Simplicity	Feature richness
Voice centric with multichannel: voice, email, web chat	Blended multichannel: voice, email, web chat, text (SMS), fax
English only	G-14 languages
Preview, progressive outbound calling	
Local or remote agents	
Skills-based routing	
Supervisors	
Reporting (real-time and historical)	
Call recording	
Database directed routing	



Customer Call Reporter (CCR) Agents & Supervisors

Enables supervisors to effectively manage agents in order to maximise revenue opportunities and enhance the customer experience.

- For businesses that makes and receives a high volume of customer calls
- Included with IP Office Advanced Edition (agents and additional supervisors must be activated individually)
- Up to 150 agents and 30 supervisors (1 supervisor included with Advanced Edition)
- Runs on a single server with agent and supervisor applications deployed via thin clients



BROWSER BASED PC WALLBOARD

CCR statistics, scrolling messages, agent leaderboard

ALARM THRESHOLDS BASED ON AGENT AND CUSTOMER STATES

REAL-TIME / HISTORICAL REPORTING

- 6 historical reports
- 100+ customisable reports
- Help drive more effective sales campaigns and activities to increase revenue opportunities
- Agents can manage their workload and maximise performance

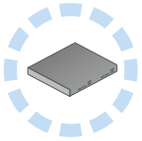
VIRTUAL AGENTS

- Can be managed by supervisors
- Access to same information and features as office based agents

Avaya Networking

Overview

Avaya's data solutions offer a comprehensive portfolio of products that enable organisations to build networks that are always-on.



ETHERNET SWITCHING

CORE ETHERNET SWITCHING

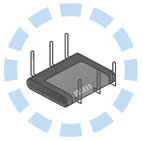
- Aggregation point between users connected to edge switches and applications running to the data centre infrastructure
- Pivotal role in determining overall network availability and performance
- Switch Clustering technology, which delivers simplified always-on resiliency
- Horizontal Stacking and lower overall power consumption
- High levels of performance and reliability

EDGE ETHERNET SWITCHING

- Fixed-format stackable chassis switches for the branch and remote sites
- Resiliency, performance, efficiency and flexibility
- Resilient, high-performance stackable chassis architecture leveraging Flexible Advanced Stacking Technology (FAST)

UNIFIED BRANCH

- Simplified deployment of multi-site networks
- Exceptional performance and high degree of service consolidation
- Enhanced reliability and performance plus tight integration between WAN routers, LAN switches, firewalls and VPN services
- Innovative integration of UC functionality
- Support for 3rd party compatibility with SIP call servers, IP phones and a survivable SIP voice platform for the branch



WIRELESS NETWORKING

- Availability of 802.11n makes WLAN a viable alternative to wired networking
- WLAN 8100 Series is a next-generation solution combining 802.11n wireless standard with a truly unified wireless/wired architecture.

ACCESS CONTROL

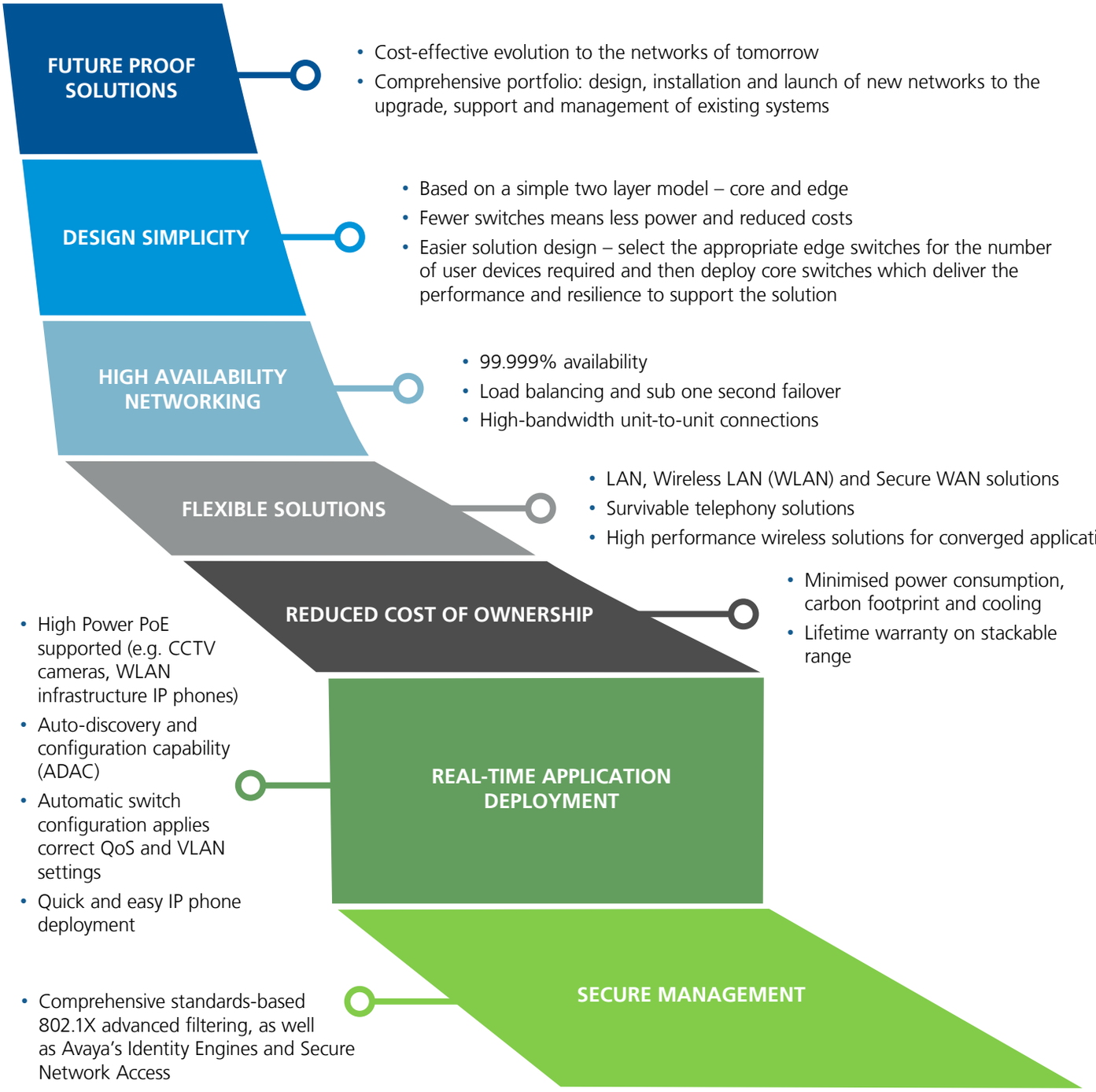
- Portfolio comprised of SSL VPN, Secure Portable Office and Network Access Control solutions
- Provides endpoint security to helps maintain end-to-end integrated security in an open, standards-based approach
- Device-agnostic to promote deployment in virtually any existing environment
- Health scans and robust authorisation policies seamlessly support LAN, WLAN and VPN infrastructures
- Secure guest networking, compliance portal access and reporting and analytics

UNIFIED MANAGEMENT

Avaya's UCM provides comprehensive network management capabilities across data/voice and wired/wireless networks utilising a set of common services. These allow for common components (e.g. user data, database information, certificate management) to be shared without repeating the same definitions and configurations for each application.

The portfolio offers single sign-on and a common look and feel, which helps ensure easy and secure access while reducing training requirements. The fully integrated, one-stop management portal provides a unified view of the network, while streamlining workflows and reducing installation, configuration and troubleshooting time, as well as reducing system operations and maintenance.

Why Avaya Networking Solutions?



- Cost-effective evolution to the networks of tomorrow
- Comprehensive portfolio: design, installation and launch of new networks to the upgrade, support and management of existing systems

- Based on a simple two layer model – core and edge
- Fewer switches means less power and reduced costs
- Easier solution design – select the appropriate edge switches for the number of user devices required and then deploy core switches which deliver the performance and resilience to support the solution

- 99.999% availability
- Load balancing and sub one second failover
- High-bandwidth unit-to-unit connections

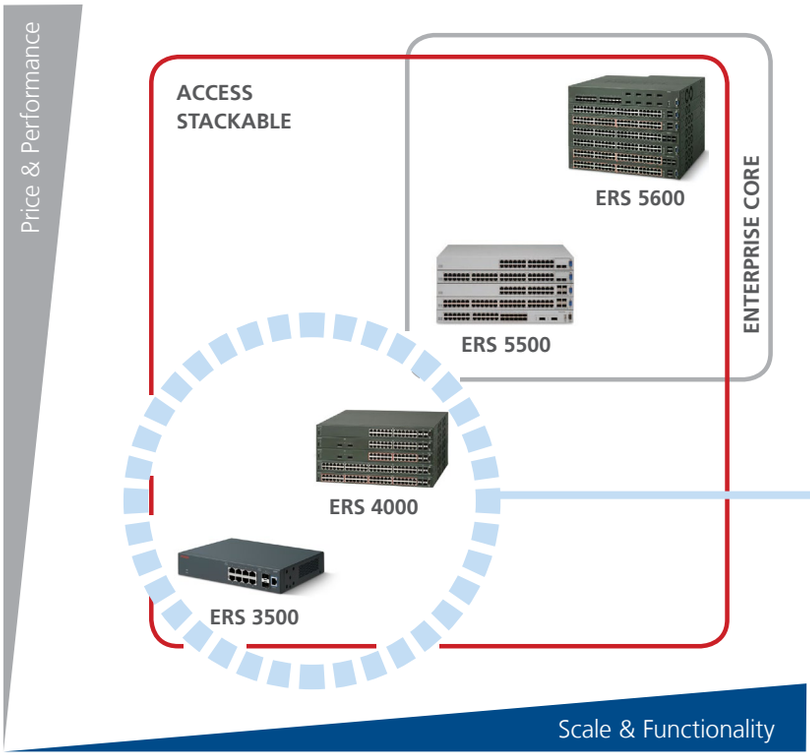
- LAN, Wireless LAN (WLAN) and Secure WAN solutions
- Survivable telephony solutions
- High performance wireless solutions for converged applications

- Minimised power consumption, carbon footprint and cooling
- Lifetime warranty on stackable range

- High Power PoE supported (e.g. CCTV cameras, WLAN infrastructure IP phones)
- Auto-discovery and configuration capability (ADAC)
- Automatic switch configuration applies correct QoS and VLAN settings
- Quick and easy IP phone deployment

- Comprehensive standards-based 802.1X advanced filtering, as well as Avaya's Identity Engines and Secure Network Access
- Advanced security services actively protect the network against malicious network attacks
- Packet inspection and filtering in hardware deliver a highly secure network without a reduction in performance
- Advanced packet classification and deep packet filtering of up to 128 bytes
- Unwanted network traffic is blocked while ensuring that mission-critical traffic is forwarded with minimum delay

Ethernet Edge Switching Solutions for IP Office



IDEAL FOR:

- IP Office Mid-Market customers
- High performance switching to the desk
- High port density in small form factor
- Scalable solution – "pay as you grow"

FIXED CONFIGURATION SWITCHES OFFERING FLEXIBLE MEDIA OPTIONS SUCH AS COPPER AND FIBRE COMBINATIONS

ERS 3500 SERIES

Family of standalone or stackable 10/100BASE-TX and 10/100/1000BASE-T Ethernet switching products perfectly suited to small to medium sized businesses.

8 DIFFERENT SWITCHING MODEL VARIANTS TO SUIT A WIDE RANGE OF DEPLOYMENT SCENARIOS

AVAILABLE IN 10, 24 AND 48 PORT FORM FACTORS

IDEAL FOR:

- Smaller or medium sized enterprises
- Branch offices of larger enterprises
- Great convergence-ready edge switch when used in conjunction with the Avaya UC Appliance IP500

CONVERGENCE-READY FOR UC

PLUG & PLAY FOR IP PHONES

INTELLIGENT STACKING

POE OR POE+

SOPHISTICATED QOS CAPABILITIES

LIFETIME WARRANTY

IN-SERVICE MAINTENANCE AND RESTORATION

ERS 4000 SERIES

Stackable Chassis system providing high-performance, convergence-ready, secure and resilient Ethernet switching connectivity.

ERS 4800 SERIES

AVAILABLE IN 4 MODEL VARIANTS

SUPPORTS:

- 10/100/1000 switching and routing
- PoE/PoE+
- 1 and 10 Gigabit Ethernet SFP+ uplink options

PLUG & PLAY CAPABILITIES FOR IP PHONE DEPLOYMENTS

PAY-AS-YOU-GROW STACKABLE CHASSIS

ADVANCED QOS CAPABILITIES

OPTIMISED FOR HIGH-DEFINITION VIDEO SURVEILLANCE

UP TO 400 PORTS AND 384 GBPS OF VIRTUAL BACKPLANE THROUGHPUT

IDEAL FOR:

- Customers looking for Gigabit to the desktop
- Customers requiring a network ready to support PoE+
- Customers building a network ready for the explosion of wireless traffic and the proliferation of HD video traffic
- Next-generation network edge deployments.

READY FOR WIRELESS SPLIT-PLANE, VIRTUAL SERVICES FABRIC AND AVAYA VENA

ERS 4500 SERIES

AVAILABLE IN 11 MODEL VARIANTS

SUPPORTS:

- 10/100 and 10/100/1000 switching
- PoE
- fast Ethernet and 10 Gigabit Ethernet uplink options

HIGH-CAPACITY STACKING:

- 40Gbps per switch and up to 320Gbps per stack
- Up to 400 ports

ADVANCED QOS IP PHONE PORT AUTO-CONFIGURATION

DISTRIBUTED TRUNKING

POWER REDUNDANCY

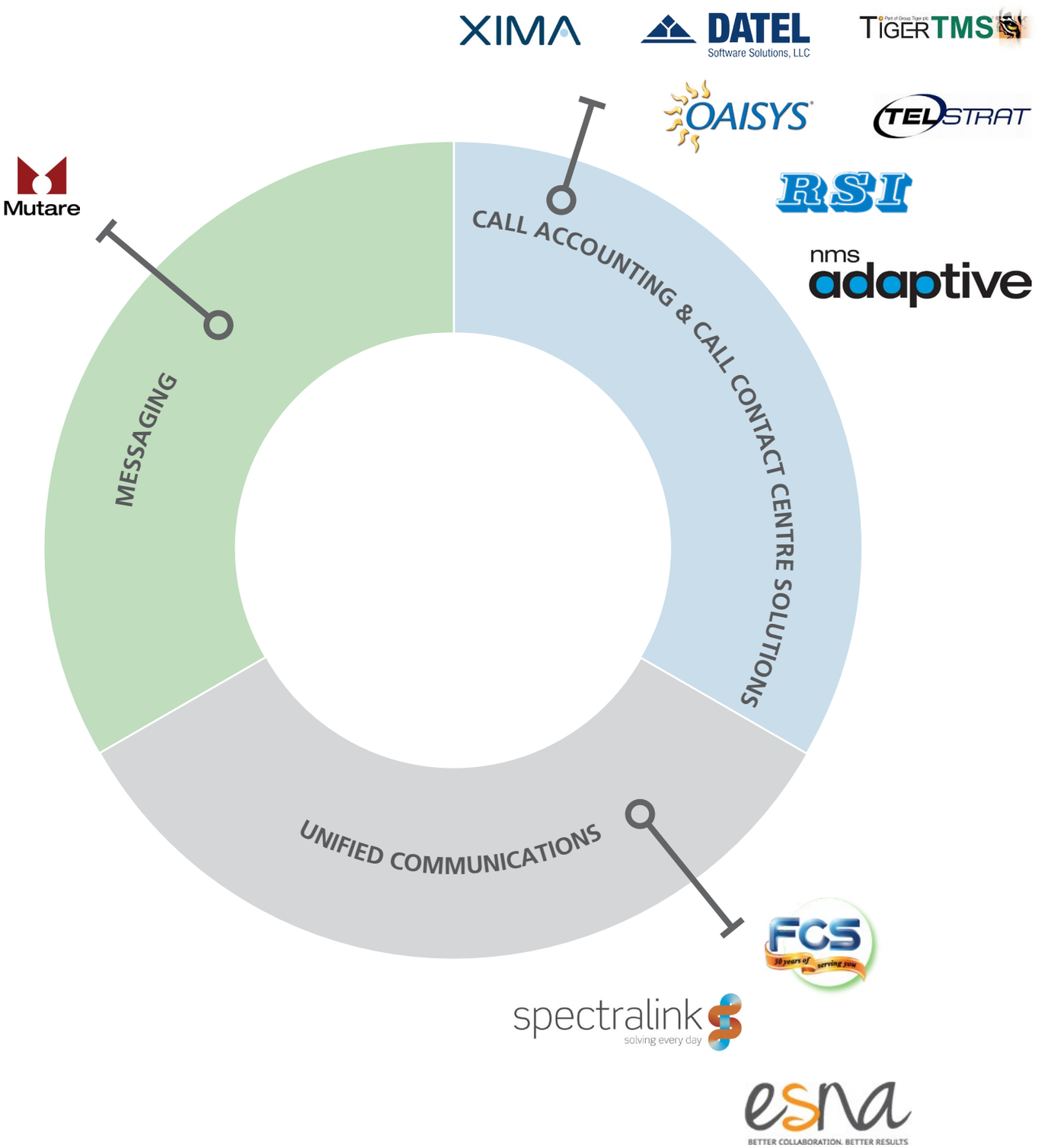
IDEAL FOR:

- Mid-to-large businesses
- Environments with either FE or GbE connectivity at the edge or both
- Where 10GbE uplinks will become important
- Enterprise wiring closet and other network edge deployments

COMPREHENSIVE STANDARDS-BASED 802.1X, ADVANCED FILTERING, AVAYA'S IDENTITY ENGINES AND SECURE NETWORK ACCESS SOLUTIONS

RESILIENT STACKING

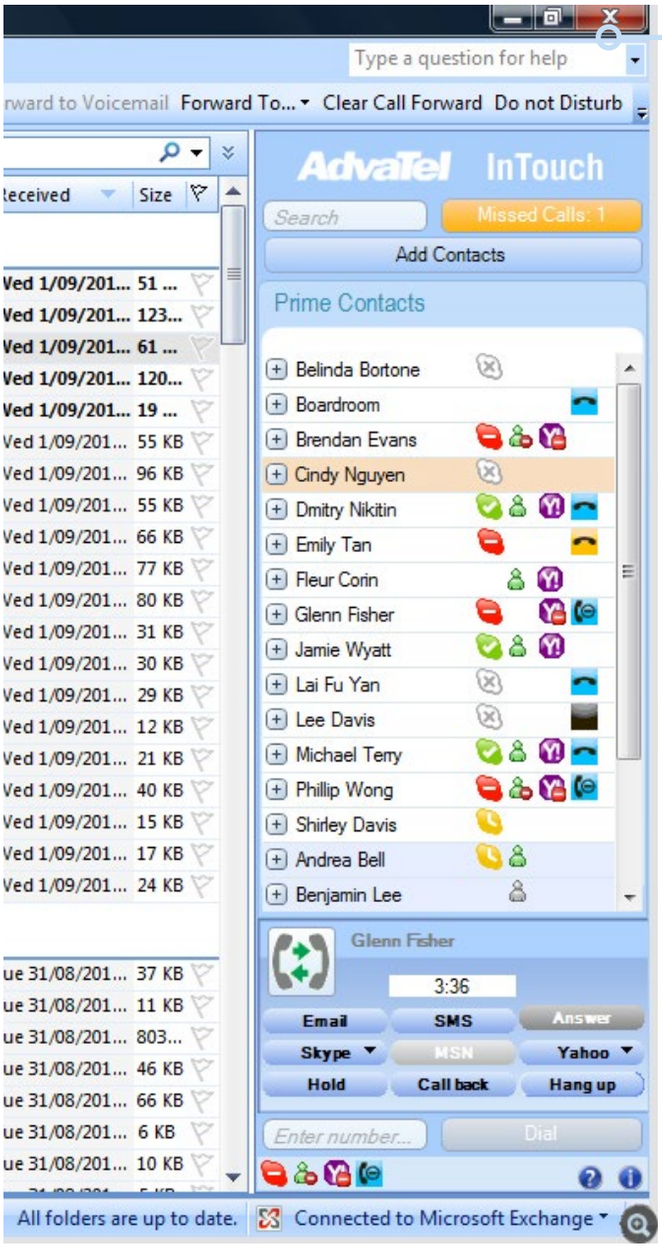
Avaya Select Product Program



3rd Party Vendor Solutions

AdvaTel InTouch

InTouch is designed to address the needs of SMEs to deliver enhanced UC features and enhanced productivity in a simple Microsoft Outlook Plug-in. InTouch allows users to communicate with internal and external contacts easily across multiple platforms of communication via Telephony, Microsoft Outlook, Skype, MSN, and Yahoo.



INCORPORATES BOTH INTERNAL AND EXTERNAL CONTACTS

INDICATES YOUR AVAILABILITY TO BOTH INTERNAL AND EXTERNAL CONTACTS

FEDERATES YOUR PRESENCE TO ALL CONTACTS VIA PBX, SKYPE, MSN AND YAHOO

YOUR PRIME CONTACTS ARE AT THE TOP OF YOUR LIST FOR EASY STATUS VIEW

CALL BACK REMINDERS

NO SERVER OR IT REQUIRED

POP-UP NOTIFICATION WHEN CONTACTS COME BACK ONLINE

INTOUCH TOOLBAR DISPLAYS ALL REAL-TIME COMMUNICATION OPTIONS ASSOCIATED WITH AN EMAIL SENDER

E-mail, phone numbers, IM, schedule-a-call, SMS Text, etc.

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